



CITY OF NEW PORT RICHEY

Utility Billing & Collection Division

5919 Main Street, New Port Richey, FL 34652 | (727) 853-1061

Re: Important Change for Property Owners – Utility Accounts Must Be in the Property Owner's Name
Ordinance No. 2026-2350 | Effective October 1, 2026 | Questions please contact Assistant City Manager Rob Williamson at (727) 853-1053

Dear Property Owner:

On July 21, 2026, the New Port Richey City Council adopted Ordinance No. 2026-2350, amending Chapter 24 of the City Code. Effective October 1, 2026, all utility service accounts, water, sewer, and reclaimed water, must be established in the name of the property owner only. A non-owner (tenant, renter, occupant, property manager, or any other party who is not the owner of record) may no longer establish utility service in his or her own name.

If you rent your property, this affects your next lease. A non-owner beginning service on or after October 1, 2026 cannot open a utility account. You must establish the account in your name, and the City will bill you. Please account for this before you sign or renew a lease.

This requirement applies to every property the City serves, inside or outside the City limits, as a condition of receiving utility service. Under Section 24-25 of the City Code, every customer must execute a service agreement with the City, and the same dates and requirements apply to all customers. Please find your situation below and act accordingly.

1. The utility account is already in your name

No action is required.

When your tenant changes, keep the account open in your name. Do not close it for an incoming tenant to reopen — after October 1, 2026 the City cannot establish an account in a non-owner's name.

2. The utility account is in a non-owner's name as of October 1, 2026

YOU MUST TAKE ACTION TO AVOID DISRUPTION IN WATER SERVICE

Section 3 of the Ordinance provides a transition period. An account established in a non-owner's name as of the effective date must be reestablished in the property owner's name within one (1) year of the effective date and no later than October 1, 2027. Failure to reestablish the account within that period may result in adverse action on the account, including termination of water service.

If your current lease extends beyond October 1, 2027, you may submit a written request for additional time to the City Manager, Debbie L. Manns, at 5919 Main Street, New Port Richey, FL 34652. Include a copy of the lease showing the term. The City Manager may extend the deadline by up to one (1) additional year upon good cause shown, meaning a demonstrated pre-existing contract right extending beyond the transition period.

The transition period applies to the existing account, only. If that occupant closes the account before October 1, 2027, the replacement account must be established in your name. A new tenant cannot assume the account or open a new one.

3. You do not hold the utility account and you are placing a new tenant on or after October 1, 2026

You must establish the utility account in your name. The City will not accept an application from the tenant. This applies to new leases, a new tenant replacing a departing tenant, and any property returning to service after a vacancy.

Establishing or Transferring an Account

Call Utility Billing & Collections at (727) 853-1061 to begin. Under Section 24-25 of the City Code, you must execute a service agreement with the City and provide:



1. Proof of ownership of the property receiving service, in a form acceptable to the City (recorded deed, closing statement, or current Pasco County property record).
2. A social security number or federal tax identification number.
3. A driver's license or other proof of identification.
4. A completed utility service application which can be obtained in person or found on the City's website at www.cityofnewportrichey.org under Departments ➡ Billing & Collections ➡ Establishing Utility Service.
5. The security deposit for your meter size, in the amount established by resolution of the City Council.

For properties held by an LLC, corporation, or trust, please provide documentation verifying ownership, such as the applicable Sunbiz record, a phone ID of the authorized representation, and/or the warranty deed or closing/settlement statement.

Owner Responsibility

The property owner is the customer of record and remains responsible for all charges rendered at the serviced property, regardless of any agreement between owner and tenant. When you establish an account, you are also responsible for any charges remaining due from utility services provided to the previous customer at that property.

The prior owner remains liable for all charges rendered at the property. You must notify the City five (5) working days before finalizing an account and provide reasonable access to City meters and equipment.

Courtesy Notices to Tenants

Through October 1, 2027, the City will continue to send a courtesy copy of the bill to your tenant or occupant upon request.

On and after October 1, 2027, courtesy notices will be provided upon request with proof of a rental agreement and payment of an administrative fee in an amount established by the City Council. In either case, the property owner remains the customer responsible for all charges.

Deposits

Deposit amounts by meter size are established by the City Council and listed in the City's adopted Utility Rate and Fee Schedule. If you have two (2) years of consecutive good payment history as a city customer, no new deposit is required. Deposits are refunded when the account is closed, less any amount due.

We are notifying every property owner we serve so that no one enters a lease agreement unaware of this change. To confirm whose name is on the account for the property above, contact Utility Billing & Collections at (727) 853-1061 or visit 5919 Main Street, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Sincerely,

Debbie L. Manns
City Manager
City of New Port Richey