



City of Tampa
Water Department
306 E. Jackson St, 5E
Tampa, FL 33602
Phone: (813) 274-8121

Dear Prospective Water Customer:

Thank you for contacting the City of Tampa Water Department for your water service needs. To ensure that your new water service is completed as quickly as possible, the following information applies:

1. It will be necessary to furnish a legal description of the property to be served with your application
2. The Water Department will determine the meter location. For single-family residences, the meter will be installed within two (2) feet of the side property line or as determined by the Water Department. For multiple residential units, the meter will be installed as determined by the Water Department. Irrigation meters will normally be installed adjacent to the existing domestic meter.
3. The meter installation shall not be damaged and the meter shall be accessible at all times.
4. The Tampa Water Department is responsible for installation of the meter only. You are responsible for connecting your piping to the pipe stub provided by the Water Department. A plumbing permit may be required to install the service pipe from your building to the meter.
5. No connections are allowed inside the meter boxes. All water meters, piping, and appurtenances from the main to the customer's side of the meter box are the property of the Tampa Water Department.
6. The Water Department is responsible for repairing leakage from the water main to inside the meter box. You are responsible for all leakage occurring on the customer's side of the meter box.
7. You may be required to install a backflow preventer. If so, you will be notified at a later date.
8. Fees shall be paid within 90 days of commitment to avoid cancellation. There is no refund of the application fee. Only **checks** or **money orders** are accepted. **Cash is not accepted.**

We are looking forward to having you as a customer. Once the fees have been paid it may take six (6) to eight (8) weeks for routine water meter installations. Otherwise, it may take several months. Should you have any questions please call our representatives at (813) 274-8121, or visit the Downtown office at 306 E. Jackson St, 5th floor.

Sincerely,

Tampa Water Department