



226 Cypress Lane, Palm Springs, FL 33461-1699
Phone (561) 965-5770 Fax (561) 965-6508
www.vpsfl.org



OFFICE & DRIVE THRU HOURS OF OPERATION
Office Hours: 8:00-4:30, Drive-thru Hours 7:30-5:00
After Hours Utilities Emergency Phone (561) 635-4535

1. If the customer application is completed before 2:00 p.m., service will be provided the same day. For applications received after 2:00 p.m., service is provided the next business day. Please be sure all fixtures are turned off in the house prior to requesting service. **The Village is NOT responsible for flooding caused by open fixtures.**
2. The utility bills are mailed approximately the 15th of each month. They are due upon receipt any payments not received by 5:00 p.m. on the 8th of the following month will incur a \$15.00 late fee. If the previous balances have not been paid in full by the indicated shut off date your service is subject to disconnection. Once your service has been interrupted all balances on the account must be paid in full as well as a reconnection fee to restore service.
3. Payments may be made by using the following methods:
 - Online by visiting our website at www.vpsfl.org (you will need your Customer Number to access the payment screen)
 - Using the Electronic Fund Transfer (EFT) service, please ask a customer clerk for the form while visiting our office.
 - By visiting our office
 - Mailing your payments to:
 - Village of Palm Springs
Utility Office
226 Cypress Lane
Palm Springs, FL 33461
 - At the drive-up window
 - The night drop box located in between our Library and Utility Drive-Thru. (*It is recommended that any payments received in the night drop box be in the form of a check or money order.*) Your account number or customer number should be written on your check or money order. There is a service charge for checks returned by the bank for ANY reason. The Village does not redeposit checks. Returned checks and the service charge **MUST BE PAID IN CASH**. The Village reserves the right to require future payments in cash after receiving a bad check.
4. Whenever a user requests the Village to verify a meter reading, the Village will assess a \$30.00 service charge unless the meter reading is determined to be faulty by greater than 5%.
5. The Village can disconnect service without additional notice for nonpayment, a returned check or if it is determined that the customer has tampered with Village property. When service is disconnected, a lock is placed on the meter. A reconnection fee of \$60.00 is required to resume service. If it is deemed that Village property has been tampered with an additional fee(s) will be assessed.

PLEASE REMEMBER WATER IS PRECIOUS - USE IT - BUT DON'T WASTE IT!