



JACKSON COUNTY BOARD OF COUNTY COMMISSIONERS

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PRESS RELEASE

FOR IMMEDIATE RELEASE

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Jackson County Utilities Announces New Fee Schedule for Service Calls Due to Customer-Related Equipment Damage

Jackson County, FL – Jackson County Utilities is implementing a new fee schedule to address the increasing issue of customer-related damage to county equipment. This decision comes after a rise in incidents involving sewer pump malfunctions due to the improper disposal of grease and foreign objects down drains. These blockages cause significant damage, leading to clogged and non-operational sewer pumps. In turn, our employees often face costly overtime and emergency call-outs to clean and repair the equipment. With many of these pumps now out of warranty and replacement costs reaching over \$4,000 per unit, we are implementing a minimum service fee of \$50 per call to cover these additional expenses.

NEW SERVICE FEES

First Call Out	<i>Free</i>
Second Call Out	\$50.00
Third Call Out	\$100.00
Subsequent Calls	\$100.00

The new fees will go into effect on September 1, 2024. We understand that this change may be concerning to our customers. Therefore, we are committed to first educating customers on proper disposal practices to prevent such issues on the first call. However, for repeat occurrences, the new fee will be applied. Each incident will be documented in the customer’s account within our billing system, following our standard procedure for all service call-outs, to ensure complete transparency.

Our hope is that this measure will help reduce the frequency of disruptions, encourage responsible waste management practices, and ultimately protect our community’s utility resources. We appreciate our community’s understanding and cooperation in helping us maintain a high standard of service for all residents.

For more information, please contact Jackson County Utilities at (850) 718-0437 or visit our website at <https://jacksoncountyfl.gov/services/utilities/>

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