

Important Information About Your Utility Service



“Connecting you with the quality
of a New Smyrna Beach life.”

This serves as
your annual reminder
about some important
services offered by the
Utilities Commission,
City of New Smyrna Beach
(UCNSB). If you have any
questions, please call
customer service at
(386) 427-1361.

Medically Essential Electric Service

UCNSB offers a program whereby customers who are medically-dependent on electric-powered equipment and require non-interruption of electrical service to prevent immediate loss of life or hospitalization can request registration with UCNSB to ensure notification in the event of service disconnection due to non-payment of a bill, or of a scheduled outage for repairs or upgrading of service.

The registration and certification does not guarantee uninterrupted service. Severe weather, failure of equipment, or other issues may cause damage to equipment and result in unavoidable interruption of service. We strongly recommend you have a backup system available, such as a home generator, to provide current for the medically-essential equipment, or a place to go in the event of an extended outage.

The registration and certification will be effective for one year from the date it is received in the UCNSB office. Re-certification by your physician will be necessary on an annual basis. If you move, you must contact UCNSB to let us know your new address.

This form is available for download at www.ucnsb.org/service-requests/medically-essential-electric.aspx or by calling the Electric Dept. at (386) 424-3169.

Water Rates & Conservation

UCNSB uses an inverted block rate structure for potable water and wastewater to encourage conservation and discourage wasteful water use. Consumption amounts are separated into four blocks, with rates increasing as your consumption increases. With this type of structure, customers who use less water pay a lower rate than customers who use more water.

UCNSB offers many suggestions for indoor and outdoor water conservation available on our website, www.ucnsb.org, and in our lobby.

For more information about any of these services, please visit www.ucnsb.org.

Reuse Water

Each year, UCNSB is required to remind reuse water customers about the origin, nature, and characteristics of this product. Reuse water is domestic wastewater which has been treated and disinfected to a high degree such that it can be safely used to irrigate golf courses and residential lawns. Although reuse water meets most of the drinking water standards and is safe for human contact, it is not intended for use as drinking water.

The UCNSB has adopted the policy that reuse water can be only for irrigation purposes only, and with an approved underground system that has an in-line control valve. No hose bibs are allowed with this service. Reuse water is permitted for use on lawn and landscaped areas but not for items such as: human consumption, washing vehicles and/or animals, filling pools and/or tubs, watering edible vegetables and/or fruits.

In addition, no interconnections with another water source are allowed, nor are connections to water-cooled air conditioners, or in-house plumbing systems. You cannot share it with a neighbor or put in an above ground spigot connection.

Please call the Water/Water Reclamation information line at (386) 424-3184 if you have any questions.

Thank you for utilizing this important resource. Utilizing reuse water conserves drinking water supplies and reduces discharges of domestic wastewater to surface waters.

Disaster Preparedness Information for People with Special Needs

Published in accordance with FL Statute 252.355 — All persons with special needs who would require assistance during evacuation and sheltering because of physical, mental, cognitive impairment or sensory disabilities can register their needs through the Volusia County Health Dept.

Contact Dawn Hewitt at (386) 736-5583 or 1-866-600-9416.

You can also visit www.volusiahealth.com/specialneeds.

Public Records

UCNSB is a municipal utility, and as such, is bound by Florida's open records laws (Chapter 119, F.S.). With the exception of exemptions, such as financial information, allowed by state statute, our records are open for inspection and/or copying by the public.

The State of Florida has created some exemptions to this law to protect citizens whose jobs or whose parents'/spouses' jobs may create a personal security issue. Some examples include current and former police officers, judges, US district attorneys, state attorneys, probation officers, and juvenile justice workers.

For a complete list and to fill out a form requesting your information be exempt from public records disclosure laws, go to our website at www.ucnsb.org/customer-connections/public-records.aspx. You may also come to our office at 200 Canal St. to pick up a form.

Use of Your Social Security Number

In accordance with FL Statute 119.071, UCNSB collects your Social Security number for the following purposes: customer credit checks; customer identification and verification; customer billing and payment; and, other lawful purposes necessary in the conduct of UCNSB business. UCNSB must release Social Security numbers for other purposes as required by Florida law.