

New Customer Guide

Getting Started in Tallahassee

City of Tallahassee Utilities

850-891-4968

Talgov.com/YOU

Revised: December 13, 2023



City of Tallahassee
Your Own UtilitiesSM



Welcome to our great city

As Florida's capital, Tallahassee is a community of distinction. With a bustling downtown, major universities and pristine natural habitats, it blends urban excitement with unique Southern charm.

The City's thriving business atmosphere, along with award-winning parks and excellent schools, ensures a high quality of life for residents of all ages.

We take great pride in providing you with the highest level of utility services. Our commitment to excellence continues to propel us forward as an industry leader and environmental frontrunner. The focus, however, is always on you — the customer — and building a strong community.

Thank you for making Tallahassee your new home. We look forward to hearing from you and providing any assistance that you may need. As always, we are at your service.



Payment Options

The City of Tallahassee Utilities offers a wide variety of utility bill payment options for each customer's convenience and individual needs.

Smartphone App - DigiTally*

Download DigiTally on your smartphone and pay your utility bill for free via instant bank account transfer (ACH). Account holders can access stored payment methods and advanced features.

Online*

Account holders can create a new online account at Talgov.com/YOU or login to an existing online account to make payments and store payment methods for future use. Once you are logged in, click "Make a Payment." You can also pay your utility bill without logging in simply by entering in your utility account number at Talgov.com/QuickPay.

Text Message*

Sign up for Pay by Text at Talgov.com/YOU and receive text notifications when new utility bills become available. Pay your bill via the text message.

Email*

Receive notifications via email that your utility bill is ready to view. Each email will include a link to login to your Talgov.com/YOU utility account where you can schedule a payment and access advanced features.

Auto Pay Program*

This option allows account holders to withdraw the amount due on their utility bill directly from their checking account each month.

Automated Phone Payments*

Pay your utility bill over the phone by dialing 850-891-4968. Account holders can easily pay with the last payment method used.





Drop Box

A drop box is conveniently located at the Frenchtown Renaissance Center, 435 N. Macomb St. (Check or money order only. Payments made after 2 p.m. will post the next business day).

Mail

Still a popular choice. Send your payment in through the mail.

Frenchtown Renaissance Center
435 N. Macomb St.
Relay Box
Tallahassee, FL 32301

Checks or money orders should be made out to "City of Tallahassee."

Remote Payment Locations*

Many payment locations are conveniently found around town. Visit Talgov.com/Remote to find the closest location to you. Hours and payment types vary by location, so check the information table found online. Participating locations may provide this service to you with a transaction fee. Check with each location.

Walk-In Center

Bring either cash, a personal check or a money order to:

Frenchtown Renaissance Center
435 N. Macomb St.
Tallahassee, FL 32301
Hours: Mon - Fri, 8 a.m. - 5 p.m.



**A convenience fee applies to this option if you use a debit/credit card. ACH payments are always free.*











Contact Information

Commonly used phone numbers and websites are listed below for quick reference. Note: The area codes for Tallahassee are 850 and 448.

Utility Services	 Phone
Account information; power outages; tree limbs on power lines; service requests; energy and water programs; after-hours reconnects  Talgov.com/YOU	850-891-4968

Emergencies (Non-Utility)	 Phone
To report a crime, fire or other emergency	911

Non-Emergency	 Phone
Police Department  Talgov.com/Police	850-606-5800
Fire Department  Talgov.com/fire	850-606-5800
HCA Florida Capital Hospital  hcafloridahealthcare.com	850-325-5000
TMH Tallahassee Memorial HealthCare  tmh.org	850-431-1155





Government and Services	 Phone
Bus Services - StarMetro  Talgov.com/StarMetro	850-891-5200
City of Tallahassee  Talgov.com	850-891-4968
Driver's License  flhsmv.gov	850-617-2000
Florida Department of Health in Leon County  leon.floridahealth.gov	850-606-8010
Hearing-Impaired Assistance  sprintip.com	711
Leon County  leoncountyfl.gov	850-606-5300
Leon County Courthouse  clerk.leon.fl.us	850-577-4000
Leon County Humane Society  lchs.info	850-224-9193
Leon County Schools  leon.k12.fl.us	850-487-7100
Libraries  leoncountyfl.gov/library	850-606-2665
Parking Tickets  Talgov.com/Parking	850-891-8249
Parks & Recreation, Pools, Community Centers  Talgov.com/Parks	850-891-3866
Post Office  USPS.com	1-800-275-8777
Senior Center  Talgov.com/Seniors	850-891-4000






Government and Services (Continued)







Phone

Social Security - Tallahassee Office  ssa.gov	1-866-248-2088
Social Service Referral & 211 Big Bend Hotline  211bigbend.net	211
State of Florida  myflorida.com	850-488-1234
Tallahassee-Leon Community Animal Services Center  Talgov.com/Animals	850-891-2950
Tallahassee International Airport  flytallahassee.com	850-891-7800
Vehicle Tags and Registration  leontaxcollector.net	850-606-4700
Voter Registration  leonvotes.org	850-606-8683
Waste Pro  wasteprousa.com	850-606-1899

Major Colleges and Universities



Phone

Florida Agricultural and Mechanical University  famu.edu	850-599-3000
Florida State University  fsu.edu	850-644-2525
Lively Technical Center  livelytech.com	850-487-7555
Tallahassee Community College/Flagler College  tcc.fl.edu	850-201-6200





Frequently Asked Questions

The following are commonly asked questions by new City of Tallahassee Utility customers.

- 1. Who do I call with utility questions?**
Call 850-891-4968 and follow the voice prompts. Customer service representatives are available from 6 a.m. to 11 p.m. daily for regular business and other utility-related issues and after hours, seven days a week for emergencies.
- 2. When is my utility bill due?** Your utility bill is due when rendered, and is past due after 20 days.
- 3. How can I pay my utility bill?** You have several convenient options. Please see page 2 for a full list.
- 4. When do payments post to my account?**
Payments are posted immediately when paid at the Frenchtown Renaissance Center, 435 N. Macomb St. Payments made online and at remote pay will be in near real-time. Drop box payments are posted the same day if made before 2 p.m.
- 5. How can I lower my utility bill?** The best way to reduce your cost is to use less electricity and water. Find out more by visiting Talgov.com/YOU. Call to schedule a free energy audit.
- 6. What forms of security deposits are accepted?**
Residential deposits can be made in their entirety or through three monthly installments. Learn more by calling 850-891-4968 or visiting Talgov.com/YOU.
- 7. When can the City of Tallahassee Utilities waive my security deposit?** Residential deposits may be waived if you provide a letter of credit from another electric utility, which confirms a payment history of twelve months or more with no disconnections due to delinquent payment or returned payments within that same period.





8. When will my security deposit be refunded?

Residential deposits will be returned after three years if a customer maintains a good payment record or when the account is closed.

9. Will my utilities be turned on the same day the account is opened?

Typically yes, provided that the service request is made by 3 p.m. Monday through Friday. In some cases, it may take up to two business days, however.

10. What if I am having problems paying my utility bill on time?

We may be able to help. Call 850-891-4968 to discuss your options.

11. If my service is interrupted for failure to pay my bill and City offices are closed, how can I get my service restored?

Service can be reconnected after hours between 5:30 and 11 p.m. by calling 850-891-4968.

12. What are a few other services offered?

Budget Billing: Sign up to pay a fixed amount each month based on your 12-month utility bill average.

Energy Audits: Call 850-891-4968 to sign up for a free home or business inspection to learn about energy-saving measures.

Medical Alert Status: If you use critical life-support equipment, please report your circumstances to Customer Operations at 850-891-4968.

13. How do I close or transfer my utility account?

Utility accounts can be closed or transferred the following ways:

- **Smartphone App** - DigiTally
- **Online** - Talgov.com/YOU
- **By email** - YourOwnUtilities@Talgov.com
- **By phone** - 850-891-4968
- **In person** - 435 N. Macomb St.
- **By mail** - 435 N. Macomb St. Relay Box,
Tallahassee, FL 32301
- **By fax** - 850-891-0901





- 14. Can I make payment arrangements for a balance due on a closed account?** Payment arrangements may not be made on inactive or closed accounts. Unpaid accounts are forwarded to a collection agency for recovery. These accounts may be reported to the three major credit bureaus: Experian, Equifax and TransUnion. For information, call 850-891-4968.
- 15. Can I transfer my deposit or account to a roommate's name?** No.
- 16. How do I report a power outage?** Visit Talgov.com/Outage, use the DigiTally app or call 850-891-4968.
- 17. Will the City of Tallahassee compensate me for food lost during an outage?** The City may compensate customers for a loss when the power outage is due to a City error only. Reimbursements for natural disasters or inclement weather are typically not covered. Visit Talgov.com/Emergency to learn how to be prepared.
- 18. If I live within city limits, how is my garbage picked up?** The City provides *weekly* residential garbage and recycling pickup on a designated solid waste collection day. Yard waste and bulky item pickup takes place *every other week* on a scheduled day based on a Red/Blue Week calendar. Please consult your Solid Waste Services Customer Service Guide, visit Talgov.com/YOU or call 850-891-4968 for more information.
- 19. If I do not live within city limits, how do I have my garbage picked up?** Contact Waste Pro at 850-606-1899.





Your Utility Bill

The sample bill (*on the right*) from the City of Tallahassee Utilities provides a summary of your monthly utility usage and other services.

Section 1

This section outlines basic information for your current bill:

- Billing Date
- Account Number
- Previous Balance
- Previous Payment
- Current Charges

Section 2

These charts compare your utility usage for up to 13 months for each of the metered services you have at your home. Learn more at Talgov.com/YOU.

Section 3

This section summarizes the utility usage and charges as well as other billed services. Your utility bill combines all the applicable services into one convenient bill. Thus, your bill will reflect one or more of the following:

- Electric
- Gas
- Water
- Sewer
- Refuse
- Stormwater
- Fire Service

Section 4

This is your bill payment stub, which indicates the total charges and due date. Use this stub to mail or make in-person payments. You can also choose to receive your monthly bill by email through the SmartBill. You can make electronic payments conveniently and directly from the SmartBill. For more info on these and other payment options, refer to page 2 of this booklet or visit Talgov.com/YOU.





City of Tallahassee
Your Own Utilities™

Billing Date: May 5, 2018
Account Number: 1234567890
Customer Name: Valued Customer

Page 1 of 2

Call 891-4968 to schedule a free e+ energy audit. Get the best advice on how you can save energy, save water and save money.

Account Summary as of May 5, 2018

Previous Balance	251.56
Payment Received	-251.56
Current Charges and Adjustments	282.77
Total Amount Due	\$ 279.26

000001

Service Address: 1234 Your Street, Tallahassee, FL 32301 (City)

Electric - Residential Historical Consumption

Month	KWH	Month	KWH	Month	KWH
May-18	1295	Dec-17	905	Aug-17	2438
Apr-18	1053	Nov-17	1658	Jul-17	2324
Mar-18	1206	Oct-17	2276	Jun-17	591
Feb-18	1158	Aug-17	2531	Apr-17	107
Jan-18	1169				

Gas - Residential Historical Consumption

Month	CCF	Month	CCF	Month	CCF
Apr-18	0	Dec-17	56	Aug-17	0
Apr-18	89	Nov-17	24	Jul-17	0
Mar-18	169	Oct-17	0	Jun-17	0
Feb-18	182	Sep-17	0	Apr-17	0
Jan-18	176				

Water Service - Residential Historical Consumption

Month	CGAL	Month	CGAL	Month	CGAL
Apr-18	45	Dec-17	39	Aug-17	25
Apr-18	47	Nov-17	45	Jul-17	13
Mar-18	43	Oct-17	39	Jun-17	1
Feb-18	39	Sep-17	40	Apr-17	0
Jan-18	42				

Electric - Residential

Service from 4/2/2018 - 5/1/2018

Meter No	Curr Read	Prev Read	Billed Usage
19453	18158	1295	KWH

Gas - Residential

Service from 4/2/2018 - 5/1/2018

Meter No	Curr Read	Prev Read	Billed Usage
5269	5269	0	CCF

Water Service - Residential

Service from 4/2/2018 - 5/1/2018

Meter No	Curr Read	Prev Read	Billed Usage
418	373	45	CGAL

Sewer Service - Residential \$37.98

Refuse Service - Residential \$15.91

Stormwater - Residential \$7.95

Fire Service - Residential \$14.91

Total Charges for Service Address \$279.26

Detach this portion and return with your payment.

City of Tallahassee
Your Own Utilities™

Account Number	Past Due Pay Now	Current Charges Due 5/25/2018	Total Amount Due
1234567890	\$0.00	\$279.26	\$279.26

Valued Customer
1234 Your Street
Tallahassee, FL 32301

City of Tallahassee
435 N. Macomb St Relay Box
Tallahassee, FL 32301





Online Account Management

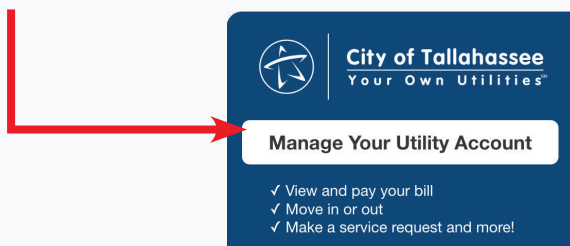
Account holders can create a new Talgov.com account to make payments, manage their account, request a service and more!

How do I create an online account?

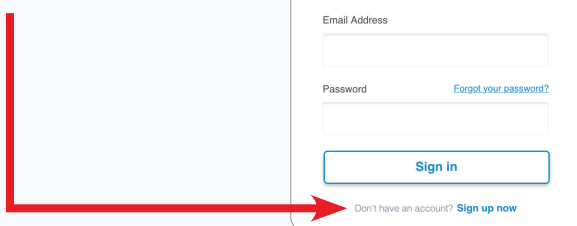
1. Find your unique "Activation Token" and 9-digit utility account number in your utility services welcome letter.

If you cannot find your welcome letter, please call Customer Operations at 850-891-4968 and a representative will give you your "Activation Token" and utility account number over the phone.

2. Visit Talgov.com/YOU and click the "Manage Your Utility Account" button.



3. Click "Sign up now" at the bottom of the screen. Fill out the registration form.





4. During the registration process, you will receive an email from the City of Tallahassee that contains a 6-digit email verification code.

Your account **must be verified** by entering that 6-digit code into the registration form.

The image shows two screenshots. The top screenshot is an email titled "Talgov.com Account Email Verification Code". It contains the following text: "Please complete the email verification process for [redacted] by entering the 6-digit code below into the Talgov.com registration form." and "If you have questions, please call the City of Tallahassee at 850-891-4968." Below this is a blue box with a red border containing the text "Your email verification code is:" followed by a redacted 6-digit code. The bottom screenshot is a mobile registration form titled "CITY OF TALLAHASSEE Registration Step 3 of 4". It features a text input field labeled "Email Verification Code (Required)". Below the field is a message: "A 6-digit email verification code was sent to [redacted]. This may take a few minutes." and a link: "Didn't receive an email? Check your spam folder or [Resend Verification Code](#)". At the bottom are buttons for "Cancel", "< Back", and "Next >". A red arrow points from the redacted code in the email to the input field in the registration form.

5. Finally, once verified, you will need to enter in your unique "Activation Token" and 9-digit utility account number from Step 1.

Congratulations! You should now be able to login using your verified email address and password to manage your utility account from Talgov.com/YOU.





Energy-Saving Tips

These tips will help you save energy, water and money all year!

The following energy tips are categorized by:	
☀️/❄️	Both Summer & Winter
☀️	Summer
❄️	Winter

- ☀️/❄️ **Insulate your attic.** Local insulation levels:
 - R-38 if you have a heat pump or gas furnace.
 - R-49 if you heat with electric-resistance “strips” only.
- ☀️/❄️ **Cook faster with a lid on the pan.**
- ☀️/❄️ **Turn off the burner on your electric range tops a little early.** Allow cooking to finish as the burner cools.
- ☀️/❄️ **Chart your energy usage each month.** Writing it down gets you thinking, changing habits and using less energy.
- ☀️/❄️ **Set your thermostat’s fan to “AUTO,” not “ON.”**
- ☀️/❄️ **Close your fireplace damper when not in use.**
- ☀️/❄️ **Arrange items in your refrigerator for quick removal.** The less the refrigerator door is open, the less it costs.
- ☀️/❄️ **Use energy-saving settings on washing machines, dryers, dishwashers & refrigerators.**





9. ☀️/❄️ **Don't let any water leaks go unrepaired.** Hot water leaks increase your energy costs (electric or gas) as well as water and sewer costs.
10. ☀️/❄️ **When you're away for long periods:**
 - Turn off your water heater at the breaker panel.
 - Turn your AC / Heating Unit to "OFF."
11. ☀️/❄️ **Turn off lights when not in use.**
12. ☀️/❄️ **Turn down water heater thermostat to 120° F.**
13. ☀️/❄️ **Use a clothesline.** Air dry for free.
14. ☀️/❄️ **Wash clothes in cold water.** Almost all the cost of clothes washing is in the cost to heat the water.
15. ☀️/❄️ **Clean the clothes dryer lint screen frequently.** Also check and clean the outdoor flapper vent if necessary.
16. ☀️/❄️ **Caulk/weatherstrip doors and windows to reduce air leaks.**
17. ☀️/❄️ **Keep all AC supply registers open.** Closing off rooms or registers will not save money and may lead to problems.
18. ☀️/❄️ **Repair air duct leaks in the attic or under the house.**
19. ☀️/❄️ **Change the AC filter monthly during heavy use.** Dirty filters slow down airflow and make the unit run longer.
20. ☀️ **Set the AC thermostat at 78° F or higher.** Raise it a few degrees when away during the day. Setting your AC at 70° F instead of 78° F can double your operating cost!





21. ☀ **Don't try to speed-cool at a very low temperature when you get home from work.** Standard air conditioners cool as fast as possible and can't cool faster. Choose your normal setting, preferably 78° F.
22. ☀ **Use fans in mild weather.** A ceiling fan at medium speed uses 50 to 100 times less energy per hour than your central AC.
23. ☀ **Set your thermostat a few degrees higher when running a ceiling fan.** You'll feel as cool at 80° F as you would at 78° F – but costs are reduced by about 15 - 25 percent.
24. ☀ **Use a microwave instead of the range or oven.** The microwave cooks fast and doesn't heat the kitchen.
25. ☀ **Close all shades, drapes and blinds during the day.** They do a great job of blocking the sun's heat and keeping the house cooler.
26. ❄ **Let the sun in!** Open your shades, drapes or blinds to admit the sun's heat on cold days. Close all at night and on cloudy days.
27. ☀ **Wear lightweight clothing.** Cotton is cooler than polyester.
28. ❄ **Dress warmer and adjust the thermostat to a lower setting.**
29. ❄ **If you have a heat pump, be sure the thermostat is not accidentally set to "EMERGENCY HEAT."** Costs can double in this mode.

