

For more information on our
Payment Plan,
please call:
(305) 662-9283
or visit our web site at
NMBWATER.com

About NMB Water

NMB Water provides reliable, high-quality water to more than 180,000 customers while protecting and preserving the environment for future generations. The utility's treatment process ensures that NMB Water exceeds all drinking water standards set by Federal and State regulators, including the U.S. Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP).

The regional utility currently serves customers in northern Miami-Dade County including: North Miami Beach, Miami Gardens, Aventura, Sunny Isles Beach, Golden Beach, and portions of unincorporated Miami-Dade County. Owned and operated by the City of North Miami Beach, NMB Water is counseled by a 7-member Public Utilities Commission, which acts as an advisory committee to the Mayor and City Commission.



Customer Service Division

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Phone

(305) 662-9283

Email

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Web Site

NMBWATER.com



NMB Water PAYMENT PLAN





The Plan

Our Payment Plan assists NMB Water Customers with difficulties paying their utility bills. It establishes uniform, consistent payments that reduce debt in a manageable way.

Plan Consideration

Only current NMB Water customers, including residential, multi-family and commercial accounts may be considered for the Payment Plan. It is offered to accounts both within and outside North Miami Beach.

NMB Water Plan Management

The Payment Plan will be managed by the NMB Water Customer Service Department.

Payment Plan Policy

The City of North Miami Beach, in accordance with Ordinance 2019-05, determined the base for a payment plan policy for NMB Water customers. This policy was approved by the City Manager in December 2019.

Eligibility Evaluation

All customers must agree to the payment plan schedule to be eligible for this program.

The payment plan is aimed at alleviating financial strain for NMB Water customers while ensuring that the City of North Miami Beach is in compliance with existing bond covenants that obligate the City to compel prompt payments of amounts owed for services rendered.

Important Information

- ▶ Current charges and billing installment payments must be paid in full by the due date.
- ▶ Water service will be discontinued without further notice on all accounts not paid by the date established in the agreed upon payment plan.
- ▶ Any customer account which has been disconnected for failure to make a payment as agreed upon, will be required to pay all missing installments, current unpaid bills and reconnection fees before service is restored.

Customer Requirements

The customer must comply to the payment arrangements provided by the NMB Water Customer Service Manager. Current charges and billing installment payments must be paid in full by the due date.

Payment Schedule

All customers must agree to the payment schedule listed below. Payments may be made online, by phone, or in person at the cashier's office located in the lobby of City Hall.

Payment Plan Schedule:

Debt Range	First Payment %	Billing Installments
\$200 - \$551	50%	3
\$552 - \$1,551	40%	6
\$1,552 - \$3,500	30%	9
\$3,501 - \$7,500	20%	12
\$7,501 - Greater	50%	15

***Extended payment plan may be available for eligible customers.**

