

Utility Billing Department

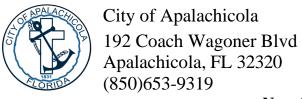
192 Coach Wagoner Blvd Apalachicola, FL 32320 Phone (850) 653-9319

Email completed applications to rbridges@cityofapalachicola.com

UTILITY SERVICE APPLICATION INFORMATION

- Present your photo ID, military ID or any other valid photo ID
- A copy of <u>either</u>: documented proof of ownership; a signed lease agreement; valid sales agreement; signed realtors listing agreement OR notarized letter of authorization from the property owner (if the applicant is not the owner).
- A secondary name may be added to a customer's account with equal access and authority. Both account holders will be equally responsible for any unpaid balance
- Current deposit amount: \$150.00 Residential \$200.00 Commercial
- If an applicant has a past due balance owed to the city for prior service at any location, that balance must be paid in full
- Complete applications with legible supporting documents are accepted by email or in person.
- Incomplete applications will not be processed

NOTE: When the water meter is unlocked and turned on and there's water running on the premises, the city technician will turn the meter back off but will leave the meter unlocked so the occupant can turn the water on. If the technician is required to make a second service call to turn the meter on, a \$10.00 service charge must be paid prior to technician being sent.



Account#	
Billing Cycle	

New Account Disclosure Form

- 1. I will receive my first bill on or around the 5th of the month. Should I not receive a bill, it is my responsibility to contact the Utility Billing Department. Whether I receive a bill or not, I understand it is a monthly utility service being provided that is due by 4:00 p.m. on the 15th of each month.
- 2. I have until 4:00 p.m. on the **15**th (excluding City observed Holidays and weekends) **to pay my bill without a 10% penalty**. If my account is unpaid by the end of business day on the **20**th, my account is subject to **disconnection on the 21**st (excluding City observed Holidays and weekends). Payments received after 4:00 p.m. on the 20th will automatically be charged a \$25.00 delinquency fee. I understand if my services are disconnected, the account balance is due in full prior to being reconnected.
- 3. To pay my bill: I can mail a payment using the enclosed envelope with my bill, put a payment in the night drop box in the parking lot at the end of City Hall sidewalk. Pay with a debit/credit card by calling 1-(850)653-9319. The Utility Billing Department can be reached by calling (850)653-9319. Monday through Friday 8 a.m. to 4 p.m. for payments. (excluding City observed Holidays).
- 4. The City of Apalachicola requires a deposit(s) on all accounts. Deposit amount due varies if the account is commercial or residential. Deposits are held in a non-interest-bearing account and returned to account holder after final billing. When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the address provided after the final billing has occurred. Any unpaid balance is subject to collections.
- 5. Returned payments will be charged a \$25.00-\$40.00 returned item fee. Unpaid returns must be paid with Certified funds within two business days to avoid disconnection. Habitual returns could result in a "cash only" account status.
- 6. In the event City of Apalachicola Utility service equipment is found altered, willfully damaged, tampered with or the like, causing unauthorized usage, the city will disconnect utilities immediately and may impose a tampering fee and require all damages, fees, labor and materials to be paid in full prior to restoration of utility service.
- 7. Should you choose to receive assistance to pay your current utility bill from an agency, upon your own initiation and discretion, communication with the City of Apalachicola Utility Billing Department is vital to avoid an interruption of your utility service. Please understand, most agencies have an extensive vetting process for approval of aid. You will need to consider their requirements and process time when seeking assistance. Failure to initiate aid in a timely manner does not preclude late fees or disconnection of utilities. When receiving aid, whether it be in cash, check, credit card or voucher form, that submittal to the city must be received by 4:00 p.m. on the 20th of each month to avoid disconnection of utilities. If a voucher for payment is provided, the City of Apalachicola agrees to accept the voucher as a form of payment, pending receipt of the actual item.

By signing you acknowledge, understand, and agree to abide by the above disclosures.

Signature(s)		Date:
Signature(s)		Date:
Amount paid: \$	Cash/Check #	Credit Auth #
Receipt # Date:	CSR Initials:	



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www.cityofapalachicola.com

UTILITY SERVICE APPLICATION

PLEASE PRINT OR TYPE

Primary Account Name:			
Casandamy Assaymt Name	Last	First	Middle
Secondary Account Name: _	Last	First	Middle
Service Address:			
Mailing Address:			
(If different than service address)	City	State	Zip Code
Driver's License: State			
Date of Birth:	Numi Primary Phone: _		ndary Phone:
Email (<i>Optional</i>):			
Date for Service to Begin: _			Meter Only OR Turn on Meter (You must choose one above) Sewer Garbage a requirement within the City Limits)
true and correct to the best of notherwise stated on legal docuresponsibility for payment of all incurred for collection of the uby me or anyone else. I consent applicant's representatives presentatives presentatives of authorizations property, building(s) or premise Attached hereto is my (check one) Also attached is a legible copy of very many consent applicant.	ny knowledge. I understumented agreement. It charges incurred for inpaid balance. I am at that water services processent. Applicant furtumade on behalf of a test incur damage as a result in it incursion in the incursion of the	stand services start per purchal understand that all charge the services provided, including also responsible for any damage ovided at the service location ther agrees to hold the City account holder or a secondate sult of water connection. Decount lease agreement sale driver's license military id	
CSR:	Begin Re	ad Setup DATE	:
COMMENTS			

Credit Card Authorization Form

Name on the Card	·
Type of Card: Vi	sa MC AmEx Discover
	Other
Account Number	
Expiration Date	
Security Code	
Billing Address	N/A
City, State, Zip	N/A
Phone Number	
Email	
Order/Invoice Num Item(s) Purchased	
Amount to be Cha	rged
	* There is a 3% convenience fee for credit/debit transactions
	orm, you authorize CITY OF APALACHICOLA
to charge your ca	ard for the amount listed above.
*We	shred this document as soon as we run the card.
Signed:	Date: