

### **Utility Billing Department**

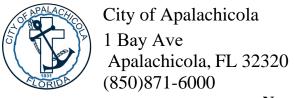
1 Bay Ave, Apalachicola, FL 32320 Phone (850) 653-9319

Email completed applications to applications@cityofapalachicola.com

### UTILITY SERVICE APPLICATION INFORMATION

- Present your photo ID, military ID or any other valid photo ID
- A secondary name may be added to a customer's account with equal access and authority; however the primary account holder will be responsible for any unpaid balance
- Current deposit amount: \$150.00 Residential \$200.00 Commercial
- There is a \$50.00 connection fee that will appear on your first bill.
- 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#_	_

#### **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 4:00p.m. on the 15<sup>th</sup> of each month.
- 2. I have until 4:00p.m. on the **15**<sup>th</sup> (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**<sup>th</sup>, my account is subject to **disconnection on the 21**<sup>st</sup> (excluding City observed Holidays and weekends). Payments received after 4:00p.m. on the 20<sup>th</sup> 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 to the address listed above, drop payment in the night drop box, or submit payment online via my Customer Portal: https://apalachicola.epayub.com/Account/Registration. 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, written communication from said agency to 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 4:00p.m. on the 20<sup>th</sup> 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:		



# Utility Billing Department 1 Bay Ave, Apalachicola, FL 32320 Phone (850) 871-6000

www.cityofapalachicola.com

## UTILITY SERVICE APPLICATION

 $email\ application\ to:\ applications @city of a palachicola.com$ 

Primary	Account Name:	ast	First		Middle
Seconda	ary Account Name:		rtist		maaie
	i	Last	First		Middle
Service	Address:				
_	Address: fferent than service address)	City		State	Zip Code
		•			
Date of	State Birth:	Numb_ Primary Phone: _		Secon	dary Phone:
Email:					
Date for	r Service to Begin:		OFFICE USE:	Cho	eter Only OR  Turn on Meter  pose service(s) requested below  ewer  Water/Garbage  e is a requirement within the City Limits)
		Read statement b	oelow, sign and c	late application	, , !
true and otherwis responsi incurred by me or applican	correct to the best of my te stated on legal docume bility for payment of all conformation of the unper anyone else. I consent that's representatives pres	knowledge. I unders nented agreement. I harges incurred for aid balance. I am a nat water services pr ent. Applicant furt de on behalf of accor	tand services sta tunderstand tha the services prov lso responsible j ovided at the ser her agrees to b unt holder or a sa	ort per purchas  nt all charges  vided, including  for any damago  vice location no  hold the City	nation provided on this application is the date or lease commence date unless are due as billed and accept total of reasonable attorney's fees and costs are done to any meters at this location may be turned on without applicant or of Apalachicola and its employees and holder and or should the property,
Also attac	ched is a legible copy of valid	d id (check one):	driver's license	<u>m</u> ilitary id	state id.
Date:	Applica	ants' Signature:			
Date:	Secon	dary Applicants' Sigr	ature:		
	CSR:	Begin Rea	ad	Setup DATE:	
(	COMMENTS				
	Final Out Previous Account Ho	der?			