



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.



City of Apalachicola
1 Bay Ave
Apalachicola, FL 32320
(850)871-6000

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 15th of each month.
2. I have until 4:00p.m. on the **15th** (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 **20th**, my account is subject to **disconnection on the 21st** (excluding City observed Holidays and weekends). Payments received after 4:00p.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 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 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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Phone (850) 871-6000
www.cityofapalachicola.com

UTILITY SERVICE APPLICATION

email application to: applications@cityofapalachicola.com

Primary Account 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 Number

Date of Birth: _____ Primary Phone: _____ Secondary Phone: _____

Email: _____

Date for Service to Begin: _____ **OFFICE USE:** ☐ Unlock Meter Only OR ☐ Turn on Meter

Choose service(s) requested below

☐ Sewer ☐ Water/Garbage

(Garbage service is a requirement within the City Limits)

Read statement below, sign and date application

I, the undersigned applicant, for water/sewer/solid waste service state that the information provided on this application is true and correct to the best of my knowledge. I understand services start per purchase date or lease commence date unless otherwise stated on legal documented agreement. I understand that all charges are due as billed and accept total responsibility for payment of all charges incurred for the services provided, including reasonable attorney's fees and costs incurred for collection of the unpaid balance. I am also responsible for any damages done to any meters at this location by me or anyone else. I consent that water services provided at the service location may be turned on without applicant or applicant's representatives present. Applicant further agrees to hold the City of Apalachicola and its employees HARMLESS of authorizations made on behalf of account holder or a secondary account holder and or should the property, building(s) or premises incur damage as a result of water connection.

Also attached is a legible copy of valid id (check one): _____ driver's license _____ military id _____ state id.

Date: _____ Applicants' Signature: _____

Date: _____ Secondary Applicants' Signature: _____

CSR: _____ Begin Read _____ Setup DATE: _____

COMMENTS _____

Final Out Previous Account Holder? _____

