

Utility Billing Department

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

Email completed applications to

rgates@cityofapalachicola.com or sshuman@cityofapalachicola.com

UTILITY SERVICE APPLICATION INFORMATION

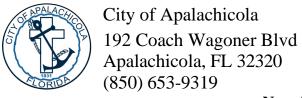
- Present your photo ID, military ID or any other valid photo ID
- A copy of <u>either</u>: documented proof of ownership; a signed lease agreement; valid sales agreement; signed realtors listing agreement OR notarized letter of authorization from the property owner (if the applicant is not the owner).
- 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
- 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.

Credit Card Authorization Form

Name on the Card:	:				
Type of Card: Vis	sa MC				
Account Number					
Expiration Date					
Security Code					
Billing Address	N/A				
	N/A				
Phone Number					
Email					
Order/Invoice Num Item(s) Purchased					
Amount to be Char	ged				
	* There is a 3% convenience fee for credit/debit transactions				
By signing this form, you authorize CITY OF APALACHICOLA to charge your card for the amount listed above.					
*We shred this document as soon as we run the card.					
Signed:	Date:				

www.BusinessFormTemplate.com



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. If nonpayment exceeds two (2) months, a \$100.00 pull fee will be charged to the account, deposit on file will be applied and a new deposit will be required to reinstate service.
- 7. 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.
- 8. 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)			Da	te:
Signature(s)			Da	te:
Amount paid: \$ Receipt #	Date:	·	Credit Auth # s:	



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UTILITY SERVICE APPLICATION

PLEASE PRINT OR TYPE

Primary Accoun	nt Name:				
	Last		First		Middle
Secondary Acco	ount Name:		First		 Middle
Service Address	3:			·	
Mailing Address	S:				
(If different than	service address)	City	State		Zip Code
Driver's License	e: State				
Date of Birth: _	State Pri	Number mary Phone:	Number hone: Secondary Phone:		
Email (<i>Optional</i>	<i>I</i>):				
Date for Service to Begin: Check One Box: Unlock Meter Only OR To (You must choose one about Description of Carbage is a requirement within the					se one above) Garbage
	R	ead statement below,	sign and date app	lication	
true and correct to therwise stated responsibility for incurred for colled by me or anyone applicant's representations of aubuilding(s) or presented.	to the best of my know on legal documented payment of all charged ection of the unpaid be else. I consent that we essentatives present. athorizations made on emises incur damage of	eledge. I understand sold agreement. I under services incurred for the services provided Applicant further against a result of water count how as a result of water count.	ervices start per present all convices provided, in sponsible for any lat the service loogrees to hold the later or a secondary annection.	purchase date or least harges are due as actuding reasonable damages done to an eation may be turned e City of Apalachity account holder and	led on this application is see commence date unless billed and accept total attorney's fees and costs y meters at this location or without applicant or cola and its employees d or should the property,
Also attached is a lo	egible copy of valid id (c	heck one): driver's	s license milita	ary id state id.	
Date:	Applicants'	Signature:			
Date:	Secondary /	Applicants' Signature:			
	S				