



**RESIDENTIAL UTILITY BILLED SERVICES
AND DEPOSIT AGREEMENT**

Customer Service Office – 201 SE 3rd Street, Ocala, FL 34471
Phone: (352) 629-2489, Fax: (352) 629-1381, E-mail:
customerservice@ocalafl.gov

Date: _____ Social Security Number: _____

The Customer Service Office collects your social security number for the following purposes: classification of accounts; customer identification and verification; customer billing and payment; creditworthiness; and other lawful purposes necessary in the conduct of City of Ocala business. The Customer Service Office may also release your SSN to other commercial entities engaged in the performance of commercial activities as permitted by law, i.e., collection agencies.

This contract for residential utility and billed services is subject to the terms and conditions imposed on such services by the City of Ocala, as the same may be amended when deemed necessary.

Service Address: _____ Applicant is the: Owner _____ Tenant _____

Service Start Date (*no weekends or holidays*): _____

Service Requested in the Name of: _____ (Applicant)

Driver’s License Number: _____ State Issued: _____

Contact Numbers: Home _____ Cell _____ Other _____

E-mail Address: _____

Mailing Address (if different from service address): _____

A service charge of \$57.00 will apply for new customers, a \$34.00 service charge will apply for returning customers or transfers. *Photocopies of identification and proof of residency must be on file prior to activation of services.*

The residential deposit requirement is two (2) times the average monthly bill. Deposit Required (Per City Ordinance Sec. 70-683). In exchange for services provided, the undersigned customer hereby agrees to promptly pay all utility billing invoices as required by the City of Ocala Code of Ordinances, as may be amended when deemed necessary, for the utilities and billed services provided to customer by the City of Ocala and to be bound by all applicable security provisions required by the Code of Ordinances concerning payment for those services as codified in Chapter 70 of the Code of Ordinances (copies of the same are available upon request or at www.ocalafl.gov).



**RESIDENTIAL UTILITY BILLED SERVICES
AND DEPOSIT AGREEMENT CONT’.**

I expressly consent and authorize the City of Ocala, its Authorized agents, and assignees, for the purpose of servicing my account or to collect any amounts I may owe, to contact me by telephone, text message, or e-mail at any telephone number or e-mail address associated with my account, whether obtained from me or from third parties, including cell phone, which may result in charges to me. Methods of contact may include using pre-recorded/automated voice messages, use of an automatic dialing device, text messages, e-mails, and communication via internet sites and/or social and business networking websites as applicable. I understand that consent is not a condition of obtaining utility service. I have read this disclosure and agree that the City of Ocala and its Authorized Agents may contact me as described above. Initial Here.

The undersigned customer hereby grants the City of Ocala Municipal Services (“Utility”) a security interest in the service deposit provided for under this agreement to secure payment and performance of all the debts and obligations arising from the provision of utility and other billed services (water, sewer, electric, storm water, solid waste disposal, yard lights, fiber and/or fire services) to the customer in the ordinary course of business. Deposits will be returned pursuant to City Ordinance Sec. 70-685.

Customer Signature

Customer Service Representative

The above customer and the Utility have duly entered into this agreement on ____/____/____.

Notary required if not completed at OUS office:

STATE OF _____ COUNTY OF _____. The foregoing instrument was acknowledged before me this ____ day of _____, _____ by _____ who is personally known to me or who has produced _____ as identification.

Notary Public _____



PREPAID Customer Information

Customer Account Number: _____ (provided by utility representative
once the account has been activated).

Account Holder:

Please fill out the information below to assist us in setting up your Prepaid account. It takes 2-3 business days to set up the account in MyUsage.com, at that point you will be able to log in to your MyUsage.com account and make changes to your settings.

Alert Settings:

Name: _____

Phone Number: _____

Email Address: _____

Low Balance Threshold: \$ _____ (\$15.00-\$50.00)

To be used as **MyUsage.com login ID**. The default password will be alert "password" must be changed upon first-time login.

When the low balance reaches this amount, a "Low Balance" will be sent if selected as an option.

	Phone 1:	Phone 2:	Text Alerts (Cell):	Email:
	# _____	# _____	# _____	_____
Low Balance	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Daily Balance				<input type="checkbox"/>
Disconnect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pending Disconnect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reconnect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recharge				<input type="checkbox"/>

Office Use Only:

Start Date: _____	Debt Recovery Applicable: Yes No
Start Credit Balance: \$ _____	Debt Recovery Balance: \$ _____
	(_____ % of each payment will apply to the outstanding balance)

RESIDENTIAL PREPAID METERING TERMS OF SERVICE & AGREEMENT

Security Deposits, Late Fees, Reconnection Fees, and Service Fees: The normal security deposit for a residential account is not required. This account is not subject to normal residential account late fees, disconnection, or reconnection fees. A service fee will apply to new, returning, or transferring customers and is due upon application of service (\$57 fee for new accounts or \$34 for existing accounts). In addition, \$50 is required immediately as a beginning balance and is credited to your account.

Billing: Prepaid accounts do NOT receive paper statements (bills) or paper disconnecting notices. Information regarding your account is available via the website at www.myusage.com. A valid email address and phone number must be always on file to receive any alerts, texts, or voice messages. It is your sole responsibility to update any changes to your contact information. Failure to provide this information may result in your services being disconnected without notice. Your account will be reconciled monthly to the City of Ocala Municipal Services billing system and any adjustments (positive or negative) will be made at that time.

Monitoring Your Account: You can view daily usage, balance on the account, payment history, and more at www.myusage.com. Apps for smartphones are also available and you can set alerts for low or minimum balances as well as other options.

Disconnection and Minimum Payment for Reconnection: Failure to receive notice by email, phone, or text message or to be aware of impending disconnection will not exempt service from disconnection. Services are subject to disconnection any time there is not a credit balance on your account, including weekends. Any returned items (checks or debit/credit cards) received on your account along with applicable bank fees will be charged to your account immediately. If this causes the credit balance on the account to be exhausted, the service will be disconnected within 24 hours. Before service is reconnected, you will have to bring your account balance back up to a minimum of \$15 credit. You can make real-time payments by going to MyUsage.com or at any MoneyGram or Fidelity Express location. **If your service has been disconnected, payment MUST be made through the www.MyUsage.com webpage, MyUsage Mobile App, or by calling 1-888-443-4086; MoneyGram (receiver code: 8837); or Fidelity Express to avoid any delay. Payments made at these locations are applied within 30 minutes; all other payments may take up to two business days. To locate a MoneyGram or Fidelity Express payment center near you go to www.moneygram.com or www.fidelityexpress.com.**

Payment Methods: Payments can be made using cash, check, or debit/credit cards. Payments made via the MyUsage webpage, MyUsage Mobile App, or by calling 1-888-443-4086; MoneyGram or Fidelity Express will credit your account within 30 minutes. Payments made at other locations may take up to two business days. Other payment options are Electronic Funds Transfer (EFT), E-Checks, pay by text, online payments, automated phone system (844-286- 1785), mail, or through one of the utility payment kiosks located throughout the City. See more information at paymybill.ocalafll.gov.

Debt Recovery: If you have a prior unpaid balance or an outstanding balance on your current traditional billed account, an upfront 50% payment of the balance is required in addition to the initial prepaid payment to activate your account. Once your prepaid account is active, the debt recovery program allows you to pay the remaining outstanding balance at a reduced recovery rate until it is paid in full. Any fees or penalties (e.g., returned checks or meter tampering) must be paid in full before any payments are applied to your Prepaid account.

- Debt recovery rates
 - 30% for balances of \$0.01-\$500
 - 50% for balances of \$500.01 and above

RESIDENTIAL PREPAID METERING TERMS OF SERVICE & AGREEMENT

Inactive Accounts: If the account is disconnected and is not reconnected within seven (7) consecutive days, the account will be considered inactive. A final bill will be mailed to the mailing address on file and all municipal base charges and/or other metered services will continue to accumulate until the final bill is completed, at which time a service fee will be applied to the account.

Service Transfers: A minimum of \$50, as a beginning balance, and a \$34 transfer fee is required for a service transfer to a new location. Any balance or credit remaining on the previous address will be transferred to the new account after final billing.

Conversion to Traditional Account: This is a mandatory 12-month agreement. At the end of 12 months, if you decide to switch to a traditional service, you will have to pay the required security deposit for a traditional billed account.

Medical Notice: It is not in your best interest to be on this program if you are using any home-based Electric Medical equipment for sustaining your or any other residents' lives. The City of Ocala will not be liable for death or risk of injury, as this type of meter system may be shut off at any time for non-payment, including weekends and observed holidays. If you have anyone living at this location that requires such medical equipment that is dependent on electricity it is highly suggested that you convert to a traditional account.

I UNDERSTAND THE RESIDENTIAL PREPAID METERING TERMS OF SERVICE, INFORMATION SHEET, AND SERVICE AGREEMENT ABOVE AND THAT IT IS MY RESPONSIBILITY TO MAKE SURE THAT I MAINTAIN A CREDIT BALANCE TO CONTINUE SERVICE.

I, the undersigned, HEREBY RELEASE, DISCHARGE, AND COVENANT NOT TO SUE, AND HOLD HARMLESS, the City, its respective agents, employees, assigns or representatives FROM and against ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES CAUSED IN WHOLE OR IN PART BY my participation in the Prepaid Program. I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, I HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE. I INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Customer Signature _____ Date _____

Printed Name _____ Account Number _____

REMEMBER - IF YOUR SERVICE HAS BEEN DISCONNECTED, PAYMENT MUST BE MADE THROUGH THE MYUSAGE.COM WEBPAGE, MYUSAGE MOBILE APP, OR BY CALLING 1-888-443-4086; MONEYGRAM (RECEIVER CODE: 8837); OR FIDELITY EXPRESS TO AVOID DELAY IN RECONNECTION.

Access your account: Log on to www.myusage.com