Dear Prospective Customer:

To apply for service with the City of Ocala Municipal Services, you may submit the service application via fax, e-mail, regular mail, online portal, or visit our Customer Service Office located at 201 SE 3rd Street, Ocala, FL 34471. Lobby hours are Monday-Wednesday 8 a.m. to 5 p.m., Thursday 9 a.m. to 5 p.m.; Friday 8 a.m. to 5 p.m. Call Center hours are Monday-Wednesday 7:30 a.m. to 6 p.m., Thursday 7:30 a.m. to 8 a.m. and 9 a.m. to 6 p.m., Friday 7:30 a.m. to 6 p.m. Call Center number is (352) 629-2489, fax (352) 629-1381, e-mail is customerservice@ocalafl.gov. Applications submitted via fax, e-mail, or mail require a notarized signature.

Please make sure the following information is on the application and the required forms are attached to the application when submitted:

- Complete service address
- Proof of residency, i.e., lease, rental agreement, or proof of ownership
- Effective date of service (next business day or later). New service installations require more time.
- Billing Address (if different than service address)
- Daytime telephone number
- Social Security number
- Valid US Government Issued Photo ID
- Signature

The residential deposit requirement is two (2) times the average monthly bill. Non-owner occupied, residential deposits cannot be waived and will be held on the account until the account is closed. If owner occupied, the deposit may be returned upon written request after two years of excellent payment history. The owner deposit may be waived with a letter of good credit history for the prior twenty-four (24) months from another utility company. A credit check will be conducted on all new customers. A service charge of $57.00 will apply for new customers; a $34.00 service charge will apply to service transfers; fees are due upon application of service.

If you have further questions, please contact us at customerservice@ocalafl.gov or call 352-629-2489.

Sincerely,

City of Ocala Municipal Services Customer Service

RESIDENTIAL UTILITY AND BILLED SERVICES CONTRACT AND DEPOSIT AGREEMENT

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

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 AND BILLED SERVICES CONTRACT 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, and/or fiber) to the customer in the ordinary course of business. Deposits will be returned pursuant to City Ordinance 2016-17.

_____ _____

Customer Signature Customer Service Representative

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

Notary required if not completed at the Customer Service 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 _____

CITY OF OCALA COLLECTION OF SOCIAL SECURITY NUMBERS

The Utility Services Department of the City of Ocala is requesting disclosure of your social security number. Such disclosure is (check one) __MANDATORY (pursuant to Section 119.071; and/or necessary for the performance of the department's prescribed duties and responsibilities; or _VOLUNTARY.

Collection of your social security number is for the following purpose(s), (check all that apply):

_____Classification of accounts

__X___Identification and Verification

__X___Credit and Worthiness

_____Billing and Payment

_____Data Collection

_____Reconciliation, Tracking, Benefit Processing; and Social Security Numbers are also used as unique identifiers and may be used for search purposes.

REQUESTING NEW SERVICE OR RECONNECT?

1.) Address numbers must be clearly posted on structure.
    - Numbers should be clearly visible from roadway and of a contrasting color to the structure on which they are affixed.
    - If the structure is over 50 ft. from roadway, additional numbers may be needed near entrance or driveway.

2.) For electric service - the applicant must ensure all electric load associated with the electric service location is disconnected before the electric service can be connected.
    - The main breaker or disconnect must be opened or turned off. OEU is not responsible for opening or operating the applicant's breakers or disconnects prior to or following a service connection.
    - The applicant is responsible for all breakers and disconnects associated with the service connection.

3.) For water service – faucets and spigots must be off.
    - All interior faucets off, and water lines secured.
    - All exterior spigots off, and piping secured.

4.) Clear access to meter equipment must be provided.

Missing address numbers, heavy electric load, and running water may unnecessarily delay the connection of your requested service. If these conditions are not met and a second trip is necessary, your presence will be required on site for connection of service.

OEU is not responsible for bodily injury or property damage resulting from the requested initialization, transfer, or termination of services by the application; this includes termination of services for non-payment, or initiation service after an account is brought current.