

Owner: _____ Renter: _____

House: _____ Mobile Hm: _____

Acct # _____ Loc # _____

Floral Utilities

Applicant's Name **Spouse/Roommate**

Service Address and /or E-911 Address

Mailing Address if different from service address

City **State** **Zip** **Phone**
Number

Social Security Number **Spouse's SS Number** **E-mail Address**

Name of ALL persons living at Service Address _____

Place of Employment: _____ **Phone Number:** _____

Spouses Employer: _____ **Phone Number:** _____

Contact Person Who DOES NOT live with you: _____

Relationship: _____ **Phone number:** _____

I/We hereby apply for water, sewer, gas and refuse services from the above entity. I/We assume liability for all services rendered at the above address. I/We understand and agree to the account payment requirement and service disconnection regulations of said agency.

Your bill is due by the end of the business day on the 15TH of every month. If your bill is not paid by then, penalties will be added. To avoid an interruption of service(s), the entire balance of your bill needs to be paid by the end of the business day on the 20TH of each month. There is a fee to have services reactivated. These fees are subject to change during the duration of this agreement. I/We agree that if I/we owe said agency (Floral Utilities) any monies for any reason at the time of termination of services either voluntarily or involuntarily, that said agency (Floral Utilities) may apply all my deposits to my/our debts. If a debt is still owed after deposit is applied, I/we agree to pay said balance in full within 30 days of receipt. If debt is not paid in full by then, I/we agree to pay said debt including the cost of collection, attorney fees and court costs if such be necessary. Should the deposit money remain after debt is paid in full, said remainder will be refunded to the applicant after termination of services and I/we agree to provide forwarding information. Should forwarding information not be provided, then the deposit refund will be retained in the Floral Utilities office.

Date

Applicant's Signature

Date

Applicant's Signature

Starting 10-1- 2022 thru 9-31-2023
Security Deposit and Fee for Residential Customers

Mobile Home Owners or Home Renters

Water Deposit	\$175.00
Gas Deposit	\$175.00

Home Owners not to include Mobile Homes

Water Deposit	\$75.00
Gas Deposit	\$75.00

New Service

Water Res. ¾" Meter Set and tap	\$250.00
Gas Res. ¾" Meter Set and tap	\$300.00 up to 150' then material and labor cost for additional footage
Sewer Tap Fee Res	\$250.00 plus \$900.00 impact fee

Security Deposit and Fee Commercial Accounts
Business Owners or Renters

Water & Gas Deposit	\$250.00 (Restaurants) \$175.00 (All other businesses)
New Services	
Water/Gas Com. 1" Meter or above set and tap	\$500.00 plus meter, labor and material New Services

Sewer Rates

Sewer Rates (Residential)	\$26.00 per month
(Light Commercial)	\$30.00 per month
(Commercial)	\$60.00 per month

Garbage

Commercial Rate	\$55.00 per month
Garbage Rate	\$25.00 per container \$20.00 each additional can

Miscellaneous Fees as of January 1st 2023

Data Log Fee	\$20.00 per service call
Gas Meter Relocate Fee	Labor and material charge.
Sewer Jetter Fee	\$100.00 per service call

Camera Sewer Line Inspection	\$40.00 per service call
Meter tampering fee.	\$200.00. If meter is broken \$300.00

Additional Required Deposits:

If you, the customer, are delinquent consistently or have moved away leaving the Florala Utilities Board with a bad debt, you will be subject to an additional Deposit before services will be restored.

Bills are due upon receipt and are delinquent after the 15th of each month. After the 15th, there will be a 10% penalty added. Disconnections of services begin on the 20th of each month. Disconnect fee is \$20.00. Reconnect Fee is \$20.00. After hour Reconnection Fees are \$40.00 after 4 p.m.

***For all service turn-ons, turn-offs, and transfers there is a \$20.00 fee.**

***If you're a business owner/renter & would like to rent a Cubic Yard Dumpster, you will need to contact: Waste Pro at (850)689-8600.**

Garbage pick-up is every Wednesday, however, it is best to set cans out on Tuesday evenings as garbage pick up begins at 4:00 a.m.

February 11, 2020

Floralá Utilities Board

RE: Natural Gas Safety Awareness and Customer Responsibility

Dear New Customer,

Thank you for initiating natural gas service with the City of Floralá, we look forward to serving your heating and cooking needs! As you have opened a new account, I would like to take the time to remind you the Gas Department's commitment to provide safe natural gas delivery services. The purpose of this is to provide natural gas safety information to you as an end user such as:

- * Informing you of the presence of natural gas on or around your property, and
- * Informing you the city is responsible to inspect and maintain the gas system up to the meter, and
- * Informing you, as the account holder, are responsible to inspect and maintain gas piping, especially buried piping, after the meter, and
- * Informing you, that if there was already an existing service line to your address, you as the
- * Account holder have the option to purchase and EFV, for the City to install. If you would like more information on EFV's please contact us at (334) 858-6722.

Natural gas is one of the safest and most environmentally friendly energy sources. A natural gas leak or natural gas fire is an extremely rare event. Yet, if not properly maintained, a leak can occur, posing a serious threat to life and property.

As your community energy partner, the City of Floralá is committed to maintaining the highest safety standards possible. We routinely inspect and maintain the gas lines in our service territory. Our team of trained professionals responds quickly and effectively to any gas emergency within our service territory.

While the City of Floralá continuously work to provide for the safe operation of our system, we need your help to ensure that others are aware of how to respond to gas safety issues:

- * If you smell gas, call us immediately. An odorant is added to give natural gas a rotten egg smell to help detect leaks. If you smell gas or think you have come in contact with a buried gas line, please call the City of Floralá at (334) 858-6722. ***Never attempt to locate a gas leak without notifying a certified gas technician. Further, never attempt to turn off a gas facility such as a meter or service line yourself.***

Floral Utility sends bill out at the beginning of each month. If you do not receive a bill please contact our office so we can verify your address. Sometimes bills are not received or are lost and Floral Utility **DOES NOT** send late notices.

Utility bills (water, gas and garbage) are due by the 15TH of every month. If bills are not paid in full or received by such date, a 10% penalty will be added to the account balance. If bills are not paid in full or received by the 20th of the month accounts are subject to a \$20.00 fee and/or possible disconnection of service(s) will occur as late notices are not sent out.

We have several payment options available to you:

- Pay in office
- Pay by phone with Debit/Credit Card
- ACH payment (Bank Draft)
- There is also a payment drop box located outside the front door for your convenience for afterhour's payments-NO CASH please.