

Owner: _____ Renter: _____

House: _____ Mobile Hm: _____

Acct # _____ Loc # _____

Floralia Utilities

Applicant's Name _____ Spouse/Roommate _____

Service Address and /or E-911 Address _____

Mailing Address if different from service address _____

City _____ State _____ Zip _____ Phone _____

Social Security Number _____ Spouse's \$\$ 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 (Floralta Utilities) any monies for any reason at the time of termination of services either voluntarily or involuntarily, that said agency (Floralta 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 Floralta Utilities office.

Date

Applicant's Signature

Date

Applicant's Signature

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.***

* If a gas leak has resulted in a fire or poses immediate threat to a person or property, dial 911 and evacuate the area.

* As mentioned, the City does not maintain customer piping, especially buried piping. After the meter, you, as the account holder, are responsible to periodically check for leaks, inspect for corrosion if the piping is metal, and repair if in an unsafe condition.

* If you or others plan to dig on any property please call either Sunshine 811 or Alabama 811 by dialing 811 or logging into www.sunshine811.com at least two (2) full days prior to digging so that utilities may mark any underground facilities. Remember, failure to do so is a misdemeanor violation of law.

* Once locating efforts are complete, and if you dig near buried gas piping, you should do the excavation by hand, within two (2') feet of either side of the pipe to avoid damaging it with equipment.

* If you do find corrosion or would like help with your inspection of customer-owned gas piping, either above or below the ground, please contact us at (334) 858-6722.

* If corrosion or other damage is found to customer-owned pipeline, it is the responsibility of the City to temporarily turn off gas service, for your safety, until a gal plumbing contractor can repair the damage. The City will not return gas service until it has completed a safety inspection and approved the repair as being leak free.

* For all other non-emergency questions, please contact us at (334) 858-6722.

Please review and share this information with other residents to help increase awareness and to promote human and pipeline safety. Thank you for helping maintain a safe incident-free environment for our City's residents and patrons.

Respectfully,

Chris Jackson

Public Works Director





Waste Pro -- Crestview
98 Old Milligan Rd.
Crestview, FL 32536

Dear Valued Customer,

Waste Pro, in partnership with the City of Florida, is pleased to announce the opportunity to communicate directly with us for any service needs you may have.

Since 2014, Waste Pro has been servicing the residents of Florida with the belief that every customer should be treated like the only customer – it is what makes Waste Pro the “Distinguishable Difference”. As we look forward to continuing this partnership, communication is everything. A direct line to our Customer Service Department will bring faster and more complete results.

***** IMPORTANT CUSTOMER SERVICE INFORMATION:**

Beginning August 1st, all customer service related (**Non billing**) questions, requests, and concerns should be directed to Waste Pro.

Contact information and office hours are noted below, and all calls will be handled promptly.

- Office Phone: 850-689-8600
- Website: www.wasteprousa.com/office/crestview
- Email address: wp113@wasteprousa.com
- Hours of operation: Monday – Friday 8am – 5pm CST.

Request examples would be:

- Missed Pick up – will be recovered within 24 hrs. of notification (verified late setouts will have to wait until the next service day**)
- Cart delivery / removal / Swap outs (damaged) Cart delivery should be completed within 5 business days of notification.

****Service Note:**

Please make sure your garbage cart is out for pickup **EARLY** Wednesday morning. Its recommended that you put your cart by the road Tuesday evening.

The City of Florida will continue to handle all billing. Please direct any billing questions to the City.

We look forward to continuing the highest level of service you have come to expect.

If you should have any questions, please contact our local office at 850-689-8600 or email us at wp113@wasteprousa.com.

Sincerely,

Waste Pro

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. 3/4" Meter Set and tap	\$250.00
Gas Res. 3/4" 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
Meter tampering fee.

\$40.00 per service call
\$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.

Dear Customer,

Effective 1/27/2023, Florala Utilities will no longer accept payments by phone. You may still come to the office and pay with a Debit/Credit card at no additional charge. Also, Florala Utilities will no longer offer Auto Debit or ACH through our office. We have partnered with an online bill pay company, DOXO. This system is up and running and you have access to your account 24/7 to make payments. You can pay with Debit/Credit Card for \$3.99 or 3.5%, whichever is higher. You also have the option to pay ACH/e-check for free. You can also set your account to be paid automatically each month through DOXO.

You must first set your account up with a username and password. This can be done by logging onto the floralautilitiesboard.com website.

- Select "Bill Payment" on right side
- Select "Pay our Bill Now"
- Enter your email address, your Florala Utilities Account number and your billing zip code
- Continue to enter information all requested
- You may also call 334-679-1455 to make payments after your Doxo account has been established

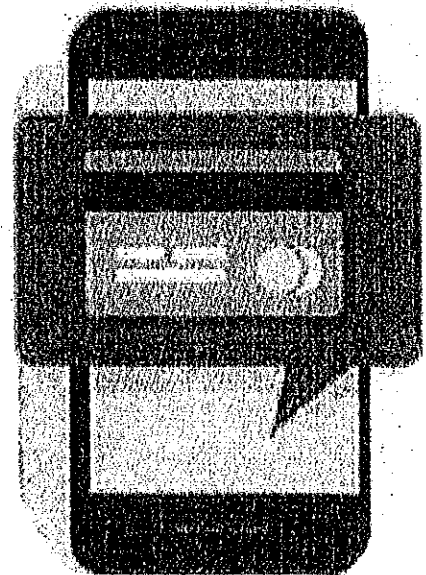
Please keep in mind that once your account has been set up and you are making payments with Doxo, it does take a few days for your payment to be processed and posted to your Florala Utilities account. Bills are always due by the 15th of each month. A 10% penalty will be assessed on your account if payments are not received by the due date. Shut Off's begin on the 20th of each month and a \$20.00 charge will be charged to your account if your bill has not been paid and disconnection of service(s) may occur. Florala Utilities credits monies to your account the day payments are received this includes walk-in, mail and on-line bill payments.



**Pay your Florala Utilities Board bill over the phone at
(334) 679-1455**

**Save time and effort with doxo's
automated phone payments**

- IVR (integrated voice response system) is an automated service, allowing Florala Utilities Board customers to make secure payments 24/7
 - Pay with Credit/Debit/ApplePay for \$3.99 or 3.5%, whichever is higher,
- OR pay via ACH/e-check for **FREE**
- Use the phone number (334) 679-1455 to get started



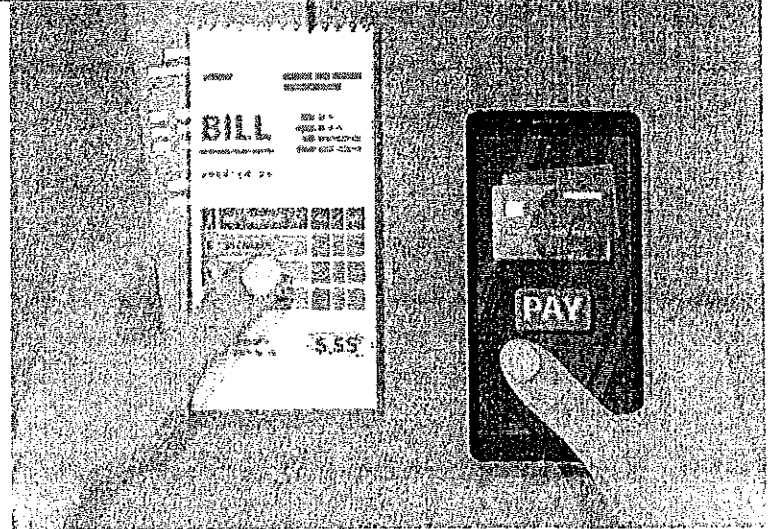
**Save time and make your phone payment today
(334) 679-1455**

Connect your Florala Utilities Board account and pay your bill online with doxo! AutoPay feature now available



- Connect your **Florala Utilities Board** account to your doxo account
- Simply enter in your Florala Utilities Board account number to get started and set up **AutoPay**
- Make sure to enter your account number in the format #####

<https://floralautilities.com/bill-payment>



Why would you Connect your account?

When you Connect your Florala Utilities Board account to your doxo account, you will be able to see your bill before its due, set up AutoPay, and make **FREE ACH/e-check payments**.

Get Started

Visit <https://floralautilities.com/bill-payment> or doxo.com to get started. All you need is a valid email address to sign up with doxo, if you haven't already. Questions or assistance? **Contact doxo support at support.doxo.com**

Cost

There is **no cost** to sign up with doxo. Your payments to **Florala Utilities Board** from your bank account are **FREE**. Convenience fees apply on Credit/Debit/ApplePay payments (\$3.99 or 3.5%, whichever is greater).

AutoPay

Setting up AutoPay is easy, simply check the **"Set this bill on cruise control!"** box when making your first payment through doxo.

Never miss a due date! Your Florala Utilities Board bill will be paid each month automatically.

Why doxo?



State-of-the-art Security



Pay with your bank account, credit, debit, or Apple Pay



Superior Customer Support



Works on ANY device

Get Started with doxo