

# City of Florence

## Utility Service Application

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Copy of **VALID IDENTIFICATION**, Copy of your **LEASE AGREEMENT or OWNERSHIP**, and a **DEPOSIT of \$250.00** is **REQUIRED**. Please fill out all information.....**PLEASE PRINT**.

APPLICANT'S NAME: \_\_\_\_\_

\*CO-APPLICANT'S NAME: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

### APPLICANT'S INFORMATION

HOME PHONE NUMBER: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_

WORK PHONE NUMBER: \_\_\_\_\_

LAST FOUR DIGITS OF SOCIAL SECURITY NUMBER: \_\_\_\_\_

### \*CO-APPLICANT'S INFORMATION

HOME PHONE NUMBER: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_

WORK PHONE NUMBER: \_\_\_\_\_

LAST FOUR DIGITS OF SOCIAL SECURITY NUMBER: \_\_\_\_\_

### OTHER OCCUPANTS (other than Applicant & Co-Applicant)

NAME: \_\_\_\_\_ AGE: \_\_\_\_\_

NAME: \_\_\_\_\_ AGE: \_\_\_\_\_

NAME: \_\_\_\_\_ AGE: \_\_\_\_\_

NAME: \_\_\_\_\_ AGE: \_\_\_\_\_

(Please use a separate sheet if you need to add more Occupants.)

I (We) understand the agreement as presented to me (us).

**I (We) hereby release the City of Florence from any responsibility due to water damage or broken lines as a result of the water being turned on.**

\_\_\_\_\_  
(Applicant Signature / Date)

\_\_\_\_\_  
(Co-Applicant Signature / Date)

\*Co-Applicant will not be added to the account until their signature is obtained on this form  
\_\_\_\_\_. (initial)

All water bills are **due** on the **20<sup>th</sup> of each month (by 5:00 p.m.)**. We double-check every month to make sure we send every customer a water bill. We understand that sometimes you do not receive a bill; however, **if you do not receive your water bill by the first week of the month, please contact us**. If you fail to pay your water bill by the 20<sup>th</sup> of the month **(by 5:00 p.m.)**, whatever the reason, you will be charged a **\$10.00 late fee**. If the bill is 10 days past the 20<sup>th</sup> of the month, you will be **disconnected** and you will be charged a **\$40.00 reconnect fee**. If you have a problem with your water bill please contact us by the 10<sup>th</sup> of the month so that we have time to resolve the issue. If you wait until the bill is due, you will be required to pay the bill in full. If your bill is incorrect, you will receive a credit on the next month bill.

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If the 20<sup>th</sup> falls on a holiday or weekend, your bill will be due on the following workday.

**Ways to pay your bill:**

**Drop box to the left of the City Hall door (NO CASH in Night Drop),  
At Vera Bank,  
Bank drafts,  
OR  
Monday-Friday 8a.m.-5p.m. at City Hall**

**\$1.00 fee on Credit Card payments made at City Hall  
(ONLY Visa, Master Card & Discover cards accepted)**

**ONLINE at [www.florencetex.com](http://www.florencetex.com)  
(We no longer take payments by phone)**

**Misc. Charges for Water Dept.**

**Re-Read Meters:** If a meter is re-read, by customer request, and the previous reading is determined to be correct, a **\$15.00** service charge shall be applied. If the previous reading is incorrect the bill will be adjusted and the \$15.00 charge will **not** be applied.

**Non-Payment Fee:** If your water account is on our turn off list or if it has been turned off for non-payment of your bill, you will be charged a **\$40.00** reconnect fee.

**After Hours Service Calls:** There will be a **\$25.00** charge per call after the hours of **5:00p.m.** on **Monday-Friday**, on **all Saturdays** and **Sundays**, and **Holidays**.

**Calibrate Meters:** If a customer requests the meter to be calibrated with accurate results, the customer will be charged a **\$25.00** fee.

**Personal Repairs:** A fee of **\$15.00** will be added to turn off your meter for personal repairs.

**Sewer Back-up:** A **\$40.00** fee will be added if sewer backup is determined to be on customer's side.

**Returned Checks:** A **\$25.00 NSF** charge will be added to your account.