



City of Orange City- New Utility Account Form

Phone- 386-775-5444 – Fax- 386-775-5420 – Email: [ocu-inquiries@orangecityfl.gov](mailto:ocu-inquiries@orangecityfl.gov) – 205 E. Graves Ave.

Service Date: \_\_\_\_\_ Account # \_\_\_\_\_  
New: \_\_\_\_\_ Transfer: \_\_\_\_\_  
Own: \_\_\_\_\_ Rent: \_\_\_\_\_

Service Address: \_\_\_\_\_

Name: \_\_\_\_\_

Mailing: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

E-Bill only \_\_\_\_\_ Mail only: \_\_\_\_\_ Both: \_\_\_\_\_

FEIN/SSN: \_\_\_\_\_

DL #: \_\_\_\_\_ State: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Notice of Purposes of Request for Social Security Number

Your Social Security Number is collected for identity verification, credit verification, and collection purposes, in compliance with applicable laws and regulations to protect your privacy and security. Under Florida law (Ch.119.F.S) much of our records are open for inspections and/or copying by the public.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Residential Only- Credit Check Option for Deposit Waiver/Reduction

Elect for a soft credit check for an additional \$6 fee and agree to the terms for bank draft ACH. Deposit maybe waived, reduced 50% or required in full. With deposit waiver/reduction, an account is required to sign up for bank draft ACH by providing a voided check or direct deposit authorization form. Failure to provide bank draft ACH, will result in full deposit being billed.

Yes  No  Initial

Official Use:

Fees \_\_\_\_\_

Deposit: \_\_\_\_\_ Credit Check: \_\_\_\_\_

Initial: \_\_\_\_\_ Meter fees: \_\_\_\_\_

Turn on: \_\_\_\_\_ Impact fees: \_\_\_\_\_

Total due: \_\_\_\_\_

Credit Check Report:

Report # \_\_\_\_\_

R Y G

ACH Y N

Received by: \_\_\_\_\_

Date: \_\_\_\_\_



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### Hours of Operation:

Monday-Thursday: 7:30 am – 5:30 pm - Friday 8:00 am – 5:00 pm

After hour's emergency contact: 386-735-5999 or 386-775-9999 Volusia County Dispatch

### **City Council Ordinance No. 356 (adopted 06/10/08) states:**

- "Failure to receive a bill shall not constitute a defense for non-payment"
- "Any bill which remains unpaid on or after twenty-five (25) days from the date the bill was rendered shall be considered delinquent"
- "Any customer whose bill remains unpaid on or after thirty (30) days from the date the bill was rendered shall have service terminated"
- "Delinquent utility fees and charges shall be deemed liens upon real property or premises as provided by law, and may be foreclosed as provided by law."
- "Any customer contesting any statement of billing shall first present same to the city's utility billing department with a statement of explanation or contest in writing prior to the bill becoming delinquent"

### **Utility Bill Information:**

- Your meter will be read at the end of each calendar month
- The utility bill will provide you with convenient ways to pay
- Penalty dates and delinquent dates will be printed on the utility bill
- Name and/or address changes can be submitted with your remittance
- E-billing is available to all utility customers who provide a valid email address
- ACH automatic payments will be processed on the due date printed on your bill

### **Deposit information (Ord. 17.3-118)**

Deposit: "Before rendering service, a deposit or guarantee satisfactory to the city secure the payment of bills and any expenses incurred by the city is required and upon payment, the City shall give the customer a nonnegotiable deposit receipt. Such deposit shall be held by the city in non-interest-bearing account."

Refund of deposit (residential property owners): "After two years from date of active service, if the residential customer has maintained a good payment history, with no late payments or delinquencies having occurred, the deposit will be applied as a credit to the customer's account after the utilities department determines that a customer qualifies for a refund."

Commercial customers: "The refund of the deposit for commercial accounts will be made upon the closing and final settlement of the commercial accounts."

Rental unit customers: "The refund of the deposit for residential renters will be made upon closing of the account and final settlement of the rental customer's account. Upon final settlement of a rental customer's account, the deposit shall be applied to any outstanding account balance due, and any remaining balance of the deposit will be refunded to the address on record."

For customers whose services have been previously disconnected due to non-payment, the city may require an additional deposit as a condition to continue service. After the refunding of a deposit, if the credited account occurs three (3) late charges within any one (1) year period, or if the residence is denied water service non-payment at any time, the city reserves the right to require a new deposit to be made by the customer.

THIS DOCUMENT IS NOT ALL-INCLUSIVE SEE CITY CLERK FOR COMPLETE CODE OF ORDINANCES