

Orange City Utilities Customer Service Order

Phone: 386-775-5444 - Fax: 386-775-5420 - E-mail: ocu-inquiries@ocuf.com - 205 East Graves Avenue

Service Address

Service Date

Name: Last First MI

Account Number

Account Holder

Billing / Mailing address:

 City, State, Zip _____

Telephone Contact numbers:
 home: _____
 cellular: _____

Email address: _____
 Under Florida law, email addresses are public records.
 E-Bill Paper Bill Both (Recommended)

Identification:
 FEIN/SS # _____
 DL # _____
 State: _____ Exp: _____
 Date of Birth _____

Emergency Contact:
 Name: _____
 Telephone: _____
 Relationship: _____

Property Info

Own:
 copy of purchase document provided _____
 verified w/ Property Appraiser Office _____

Rent:
 copy of rental document provided _____
 landlord info verified w/ P A Office _____

Residential Commercial
 Other: _____

ID Verification / Credit check:
 Report #: _____ R Y G
 ACH: Y N

Billing dates are on an average 30-day basis and can be found by visiting our website at www.orangecityfl.gov

Under Florida law (Chapter 119, F.S) much of our records are open for inspections and/or copying by the public.

Notice of Purpose of Request for Social Security Number
 The City of Orange City collects your Social Security Number for the following purposes: identification and verification; credit worthiness; billing and payment; data collection, reconciliation, tracking; benefit processing and tax reporting, new utility account applications, bank draft authorizations; vendor registration applications; volunteer contracts for background checks; police statements and arrests for verification of identity; and local business taxes as required by state statute.

I acknowledge that there is additional information on the back of this form.

Signature: _____ Date _____

Notes:

Fees:	Impact	Services	Deposits
Water deposit			_____
Waste water deposit			_____
Construction meter			_____
Initial			Non-Refundable
Turn on/off			Non-Refundable
Meter connection			_____
Size _____			
Sewer tap in			_____
Sewer inspection			_____
WW Trmnt _____			
W Impact _____			
WW Imp _____			
Other _____			
Totals: \$	\$	\$	\$
	Impact	Services	Deposits

read and leave on turn on

Meter Data

water meter number: _____
 water meter ID number: _____
 water meter reading: _____

irrigation meter number: _____
 irrigation meter ID number: _____
 irrigation meter reading: _____

Initials & date work received: _____
 Initials & date work completed: _____
 Initials & date info entered: _____

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Hours of Operation: Monday-
Thursday 7:30am-5:30pm Friday
8:00am -5:00pm

After hour's emergency contact: (386) 736-5999 or (386) 775-9999 Volusia County Dispatch

Utility rate information can be found by visiting our website:
orangecityfl.gov

City Council Ordinance No. 356 (adopted June 10, 2008) states:

- a. "Failure to receive a bill shall not constitute a defense for non-payment"
- b. "Any bill which remains unpaid on or after twenty-five (25) days from the date the bill was rendered shall be considered delinquent"
- c. "Any customer whose bill remains unpaid on or after thirty (30) days from the date the bill was rendered shall have service terminated."
- d. "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."
- e. "Any customer contesting any statement or 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 beginning of each calendar month
- / The utility bill will provide you with convenient ways to pay
- / Penalty dates and delinquent dates will be printed on your utility bill
- / Name and/or address changes can be submitted with your remittance (name change fees may apply)
- / 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 to 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 accounts."

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 customers account."

Rental unit customers: (a) "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." (b) "Upon final settlement of a rental customer's account, the deposit shall be applied by the city to any outstanding account balance due, and any remaining balance of the deposit will be refunded to the address on record at the closing of the account."

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

