



Dear Prospective Customer:

To apply for service with the City of Ocala Utility Services, you may visit our CustomerService Office, fax, email, or mail the attached service application. All applications must be signed by a corporate officer of the entity. Service applications received by fax, email, or mail must be notarized. Our office is located at 201 SE 3<sup>rd</sup> St, Ocala, FL 34471; office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, except Holidays. Our fax number is (352) 629-1381, email is [OUS@ocalafl.org](mailto:OUS@ocalafl.org).

Service application must include the following information:

- Complete service address
- Effective date of service, new installations require more time.
- Certificate of Occupancy or change of occupancy if the building is existing, and Business Tax Certificate.
- Tax Identification Number or valid photo ID and Social Security Number of individual applying for service.
- Billing address, if different than physical address.
- Tax Exemption Certificate if business is exempt from paying State Sales Tax.

Deposits are required of all commercial accounts. The deposit is calculated at 2 times the average monthly bill. For brand new service installs, including new construction, please contact the City of Ocala Electric Engineering division at (352) 351-6620. We accept cash, check, money order, Visa, MasterCard, Discover and American Express. If payment is made by credit or debit card, there will be a convenience fee of \$4.75 charged by a third party vendor for each \$500.00 increment. We also accept Surety Bonds, Certificate of Deposits, or Irrevocable Standby Letters of Credit. Please contact us for the proper forms.

A service charge of \$40.00 will apply to new customers; a \$25.00 service charge will apply to service transfer requests. Service fee can be paid up front or applied to the first bill. If you have any questions, please contact us at (352) 629-2489.

Sincerely,

City of Ocala Utility Services  
Customer Service



**CONTRACT AND DEPOSIT AGREEMENT**  
**COMMERCIAL UTILITY AND BILLED SERVICES**

**CUSTOMER SERVICE OFFICE**  
**201 SE 3<sup>RD</sup> ST., OCALA, FLORIDA 34471**

**Phone: (352) 629-2489                      Fax: (352) 629-1381**  
**Automated Customer Service Line: 844-286-1785**

Account No. \_\_\_\_\_ Date \_\_\_\_\_ Customer EIN No. \_\_\_\_\_

It shall be the sole obligation of the Customer to provide to the Utility information concerning any exemptions from federal, state or local taxes. All payments by the Customer of such taxes shall entitle the Utility to presume that such taxes were lawfully owed by the Customer. The Customer waives its rights to demand a refund of erroneous tax payments directly from the Utility and, in exchange, the Utility will provide the Customer with an assignment of rights to refund, or other necessary documentation, as available, to allow the Customer to make a claim for a refund directly with the taxing authority. This contract for commercial utility and billed services is subject to the terms and conditions imposed on such services by the City of Ocala, as the same may be amended from time to time.

Service Requested in the Name of \_\_\_\_\_ (DBA)

Requested By \_\_\_\_\_ Applicant is the: Owner \_\_\_\_\_ Tenant \_\_\_\_\_

Driver's License # \_\_\_\_\_ EMAIL \_\_\_\_\_

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

Contact Numbers: Home \_\_\_\_\_ Fax \_\_\_\_\_ Office \_\_\_\_\_ Cell \_\_\_\_\_

Mailing Address (if different from Service Address): \_\_\_\_\_

Initial connection charge is \$40.00 will apply to new customers; a \$25.00 connection charge will apply to service transfer requests. Connection charges can be paid up front or applied to the first bill.

Deposit required (pursuant to City Ordinance Sec. 70-683) \$ \_\_\_\_\_ Start Date: \_\_\_\_\_

In exchange for the services provided, the undersigned customer hereby agrees to promptly pay all Utility billing invoices as required by the City of Ocala Code of Ordinances, as may be amended from time to time, for the utilities and billed services provided to customer by the Utility and to be bound by all applicable security provisions required by the Code of Ordinances concerning payment for those services as codified in Chapter 70 of the Code of Ordinances, as may be amended from time to time (copies of same are available upon request or at [www.ocalafl.org](http://www.ocalafl.org)).



**CONTRACT AND DEPOSIT AGREEMENT**  
**COMMERCIAL UTILITY AND BILLED SERVICES**

I expressly consent and authorize the City of Ocala, its Authorized Agents and assignees, for the purpose of servicing my account or to collect any amounts I may owe, to contact me by telephone, text message, e-mail or via the internet at any telephone number, e-mail address or website associated with my account, whether obtained from me or from third parties, including a cell phone, which could result in charges to me. Methods of contact may include using pre-recorded/artificial voice messages, use of an automatic dialing device, text messages, e-mails, and communications via internet sites and/or social and business networking websites as applicable. I understand that consent is not a condition of obtaining utility service. I have read this disclosure and agree that the City of Ocala and its Authorized Agents may contact me as described above. \_\_\_\_\_ Initial Here

The undersigned customer hereby grants the City of Ocala Utility Services ("Utility") a security interest in the service deposit provided for under this agreement to secure payment and performance of all the debts and obligations arising from the provision of utility and other billed services (water, sewer, electric, storm water, solid waste disposal, yard lights, and/or fire services) to the customer in the ordinary course of business. The Utility shall keep possession of the deposit and will refund the deposit, or the remaining balance, only after such service has been terminated and the final bill charged for services rendered has been paid by the customer. The customer's deposit will first be applied to any outstanding balances owed, if any, before being refunded to the customer.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
OUS Representative

The above customer and the Utility have duly entered into this agreement on \_\_\_\_/\_\_\_\_/\_\_\_\_.

***Notary required if not completed at OUS Offices:***

STATE OF \_\_\_\_\_ COUNTY OF \_\_\_\_\_  
The foregoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_,  
by \_\_\_\_\_, \_\_\_\_\_ who is personally known to me  
Or who has produced \_\_\_\_\_ as identification.

Notary Public \_\_\_\_\_



**Find your place**

A copy of applicant's Driver's License is required with this application.  
Please copy below:

FAX all pages of this completed form to Customer Service  
Center at 352-629-1381

**Copy of Driver's License**

Customer Service Representative \_\_\_\_\_



## Requesting a new service or reconnect?

### To avoid delays in service connection:

- 1) Address numbers must be clearly posted on structure.
  - Numbers should be clearly visible from roadway.
  - Numbers should be of a contrasting color.
  - If the structure is over 50ft from roadway, additional numbers may be needed near entrance or driveway.
- 2) For electric service, all breakers must be turned off.
  - Ideally main disconnect will be turned *off*.
  - All other breakers should be *off* as well.
  - After connection, check all inside and outside breakers.
- 3) For water service, faucets and spigots must be off.
  - All interior faucets off, and water lines secured.
  - All exterior spigots off, and piping secured.
- 4) Clear access to meter equipment must be provided.

Missing address numbers, heavy electric load, and running water may unnecessarily delay the connection of your requested service.

If these conditions are not met and a second trip is necessary, your presence will be required on site for connection of service.

Thank You