Dear Prospective Customer:

To apply for services with the City of Ocala Municipal Services, you may visit our Customer Service Office, fax, e-mail, or mail the attached service application. Service applications received by fax, e-mail, or mail must be notarized. Our office is located at 201 SE 3rd Street, 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, e-mail is OUS@ocalafl.org.

Please make sure the following information is on the application or attached to the application when submitted:

- Complete physical address
- Proof of residency, i.e. lease, rental agreement, or proof of ownership
- Effective date of service. New installations require more time.
- Billing Address (if different than physical address)
- Daytime telephone number
- Social Security number
- Copy of Driver's License
- Signed Application and Pre-paid agreement form
- Pre-paid alert form

The normal residential deposit is not required on Prepaid accounts. A minimum credit of $50.00 is required to start and/or transfer a Prepaid account, along with the service charge of $50.00 for new customers or a $30.00 service charge for returning customers.

If you have further questions, please contact us at (352) 629-2489.

Sincerely,
City of Ocala Municipal Services
Customer Service

CONTRACT AND DEPOSIT AGREEMENT
RESIDENTIAL UTILITY AND BILLED SERVICES

CUSTOMER SERVICE OFFICE
201 SE 3RD Street, Ocala, Florida 34471

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

Date _____ Social Security No. _____

The Customer Service Office collects your social security number for the following purposes: classification of accounts; customer identification and verification; customer billing and payment; creditworthiness; and other lawful purposes necessary in the conduct of City of Ocala business. The Customer Service Office may also release your SSN to other commercial entities engaged in the performance of commercial activities as permitted by law, i.e. collection agencies.

This contract for residential 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 _____ (Applicant)

Requested By_____Applicant is the: Owner _____Tenant _____

Driver's License #_____Email Address _____

Service Address: _____

Contact Numbers: Home _____ Fax _____ Office _____ Cell _____

Mailing Address (if different from Service Address): _____

Initial connection charge is $50.00 and is due at start of service. Returning customers are charged $30.00. The service charge is due upon application for service.

Photo copies of identification and proof of occupancy must be on file prior to the start of services.

Deposit Required (per City Ordinance Sec. 70-683) $_____Start Date: _____

In exchange for 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 City of Ocala Municipal Services 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 (copies of same are available upon request or at www.ocalafl.org).

CONTRACT AND DEPOSIT AGREEMENT
RESIDENTIAL 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 Municipal 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, fiber, and/or fire services) to the customer in the ordinary course of business. Deposits will be returned pursuant to City Ordinance 2016-17.

_____ _____
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_____

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 Office 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

RESIDENTIAL PREPAID METERING
TERMS OF SERVICE & AGREEMENT

Security Deposits, Late Fees, Reconnection Fees and Service Fees: The normal security deposit for a residential account is not required. This account is not subject to normal residential account late fees, disconnection or reconnection fees. A service fee will apply to new, returning or transferring customers and is due upon application of service ($50 fee for new accounts or $30 for existing accounts). In addition, $50 is required immediately as a beginning balance and is credited to your account.

Billing: Prepaid accounts do NOT receive paper statements (bills) or disconnection notices. Information regarding your account is available via the website at www.myusage.com. A valid email address and phone number must be on file at all times in order to get any alerts, texts, or voice messages. It is your sole responsibility to update any changes to your contact information. Failure to provide this information may result in your services being disconnected without notice. Your account will be reconciled monthly to the City of Ocala Municipal Services billing system and any adjustments (positive or negative) will be made at that time.

Monitoring Your Account: You can view daily usage, balance on account, payment history and more at www.myusage.com. Apps for smart phones are also available and you can set alerts for low or minimum balances as well as other options.

Disconnection and Minimum Payment for Reconnection: Failure to receive notice by email, phone or text message or to be aware of impending disconnection will not exempt service from disconnection.
Services are subject to disconnection any time there is not a credit balance on your account, including weekends. Any returned items (checks or debit/credit cards) received on your account along with applicable bank fees will be charged to your account immediately. If this causes the credit balance on the account to be exhausted, service will be disconnected within 24 hours. Before service is reconnected, you will have to bring your account balance back up to a minimum of $15 credit. You can make real-time payments by going to any Money Gram or Fidelity Express location. **If your service has been disconnected, payment MUST be made through MoneyGram or Fidelity Express to avoid any delay. Payments made at these locations are applied within 30 minutes; all other payments may take up to two business days. To locate a payment center near you go to www.moneygram.com or www.fidelityexpress.com.**

Payment Methods: Payments can be made using cash, check, debit/credit cards. Payments made at MoneyGram or Fidelity Express will credit your account within 30 minutes. Payments made at other locations may take up to two business days. Other payment options are Electronic Funds Transfer (EFT), E-Checks, pay by text, on-line payments, automated phone system (844-286-1785), mail or through one of the utility payment kiosks located throughout the City. See more information at paymybill.ocalafl.org.

Debt Recovery: If you have a prior balance or any remaining balance from your traditional account transferred to your Prepaid account for debt recovery, after your initial payment, thirty percent (30%) of any payments made on your Prepaid account in the future shall be applied to the outstanding balance of your unpaid debt until said balance is paid in full. Any fees/penalties (such as a returned check or meter tampering) shall be paid before any payments are applied to your Prepaid account.

RESIDENTIAL PREPAID METERING
TERMS OF SERVICE & AGREEMENT

Inactive Accounts: If the account is disconnected and is not reconnected within seven (7) consecutive days, the account will be considered inactive. A final bill will be mailed to the mailing address on file and all municipal base charges and/or other metered services will continue to accumulate until the final bill is completed, at which time a service fee will be applied to the account.

Service Transfers: A minimum of $50, as a beginning balance, is required for a service transfer to a new location. Any balance or credit remaining on the previous address will be transferred to the new account after final billing.

Conversion to Traditional Account: This is a mandatory 12 month agreement. At the end of 12 months, if you decide to switch to traditional service, you will have to pay the required Security Deposit for a traditional account.

Medical Notice: It is not in your best interest to be on this program if you are using any home based Electric Medical equipment for sustaining your or any other residents' life. The City of Ocala will not be liable for death or risk of injury, as this type of meter system may be shut off at any time for non-payment, including weekends and observed holidays. If you have anyone living at this location, at a later date, that requires such medical equipment that is dependent on electricity you will need to convert to a traditional account.

I UNDERSTAND THE RESIDENTIAL PREPAID METERING TERMS OF SERVICE, INFORMATION SHEET AND SERVICE AGREEMENT ABOVE AND THAT IT IS MY RESPONSIBILITY TO MAKE SURE THAT I MAINTAIN A CREDIT BALANCE TO CONTINUE SERVICE.

I, the undersigned, HEREBY RELEASE, DISCHARGE, AND COVENANT NOT TO SUE, AND HOLD HARMLESS, the City, its respective agents, employees, assigns or representatives FROM and against ALL LIABILITY, CLAIMS, DEMANDS, LOSSES, OR DAMAGES CAUSED IN WHOLE OR IN PART BY my participation in the Prepaid Program. I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, I HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE. I INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Customer Signature_____ Date _____

Printed Name_____ Account Number _____

Access your account: Log on to www.myusage.com

REMEMBER – IF YOUR SERVICE HAS BEEN DISCONNECTED PAYMENT MUST BE MADE THROUGH MONEYGRAM OR FIDELITY EXPRESS TO AVOID ANY DELAY IN RECONNECTION.

Customer Service Representative_____

PREPAID

Customer Information

Please fill out the information below to assist us in setting up your Prepaid account. Once your account is setup on MyUsage.com, you will be notified that it is completed. At that point you will be able to login to your MyUsage.com account and make changes to your settings.

Name:_____

Ph#:_____

Best number to contact you on upon accountcreation

Debt Recovery Percentage:_____%

The percentage of each payment that will be applied to outstanding balance.

Acct#:_____

OUS account number

Alert Settings

MyUsage.com Login ID:_____

Must be in email format. Your default password will be "password". This must be changed upon logging in for the first time.

Low Balance Threshold: $_____

($15.00-$50.00) When your balance reaches this amount, a "Low Balance" alert will be sent to you.

	Phone 1:	Phone 2:	Text Alerts (Cell):	Email:
	#_____	#_____	#_____	_____
Low Balance	☐	☐		☐
Daily Balance				☐
Disconnect	☐	☐	☐	☐
Pending Disconnect	☐	☐	☐	☐
Reconnect	☐	☐	☐	☐
Recharge				☐