

City of Springfield
CUSTOMER APPLICATION
WATER, SEWER, GARBAGE, AND TRASH

INSTRUCTION SHEET

1. FILL IN THE BLANKS ON THE FORM THAT APPLY TO YOU.
2. SIGN THE APPLICATION FORM.
3. READ AND SIGN THE HOLD HARMLESS AGREEMENT.
4. A REFUNDABLE DEPOSIT IN THE AMOUNT OF \$175.00 ALONG WITH A NON-REFUNDABLE ACCOUNT SET-UP FEE IN THE AMOUNT OF \$15.00 WILL BE REQUIRED AT THE TIME SERVICE IS SET UP.
5. NO CHECKS WILL BE ACCEPTED FOR DEPOSITS; CASH, MONEY ORDER, OR DEBIT CARD ONLY. THERE WILL BE AN ADDITIONAL CHARGE OF \$2.50 FOR THE USE OF A DEBIT CARD.
6. A PHOTO I.D., LEASE AGREEMENT OR CLOSING PAPERWORK WILL BE REQUIRED TO OBTAIN SERVICE.
7. ALL PAPERWORK MUST BE IN THE OFFICE BY 3:00PM FOR SAME DAY SERVICE. THERE WILL BE NO PAPERWORK TAKEN AFTER 4:00PM

PAYING YOUR BILL

Your bill is due by 5pm on the 10th of the month.

1. If your bill is **NOT POSTED** by 5pm on the 10th of the month a 10% late penalty will be added to your bill.
2. Your **TOTAL** bill must be **POSTED** before 5pm on the 23rd of the month to avoid being placed on the disconnect list which goes out at 7am on the 24th of the month.
3. If your service is placed on the disconnect list, a reconnect fee of \$15.00 will be charged to your account.
4. If you pay by using bank account, we recommend payment at least 5 days in advance. This allows time for the bank to get it out to the City and your account **POSTED** in time to avoid the late fee.
5. Payments received in the Drop Box outside of City Hall will not be **POSTED** until the following business day.
6. If you pay your bill and disconnect fee after 3pm and your service has been cut off, there will be a \$35.00 after hour fee for same day reconnect, otherwise you will be reconnected the following business day.

NOTE: POSTED MEANS THE PAYMENT IS RECIVED BY THE CASHIER AND POSTED TO YOUR ACCOUNT ON THE COMPUTER.

YOUR BILL IS DUE BY THE 10TH OF THE MONTH WEITHER YOU RECEIVE ONE OR NOT!

YOUR BILL IS YOUR RESPONSIBILTY AND PAYMENT IS DUE IN FULL, WE DO NOT HOLD BILLS FOR FUTURE PAYMENT!

If you have any questions, please call your Water Department at (850) 872-7570.

RETURNED CHECK POLICY

Returned checks will result in a \$40.00 fee no matter the face value. Your service will be disconnected and a \$15.00 reconnect fee will apply.

ADDITIONAL DEPOSIT REQUIRED WHEN....

The third time your service is placed on our disconnect list, you will be required to bring in an additional refundable deposit. The amount due will be whatever amount is necessary to make your utility deposit with the City equal to \$250.00.

RESIDENTIAL UTILITIES SERVICE APPLICATION

Application for Service at:

Date: _____

Account Number: _____

Person Liable for Payment:

Last First Middle

Social Security Number: _____

If Business D/B/A

Position Held: _____

Previous Business Account Address:

Business Phone: _____

Mail Bills to:

Delivery Address (Street, City, State, Zip)

Additional Address (Street, City, State, Zip)

Home Phone: _____

Employer: _____

Cell Phone: _____

Work Phone: _____

THE AGREEMENTS SHOWN BELOW MUST BE SIGNED AND RETURNED WITH YOUR APPLICATION

The undersigned applicant for residential water/sewer/garbage/trash service states the information provided on the application for the City Utilities is true and accurate to the best of applicant's knowledge. Applicant also understands that all charges are due as billed and accepts total responsibility for payment of all charges incurred for the service provided, including reasonable attorney's fees and costs incurred for collection of the unpaid balance.

Applicant: _____ Date: _____

Hold Harmless Agreement

The undersigned applicant consents that water services provide at the location described on the front of the application may be turned on without applicant or applicant's representatives present. Applicant further agrees to hold the City of Springfield and its employees HARMLESS should the property, building(s) or premises incur damage as a result of water connection.

Applicant: _____ Date: _____