



Customer Service Department, PO Box 490630, Leesburg FL 34749-0630
Ph 352-728-9800 Fax 352-326-6623 Toll Free 1-888-219-7185
http://leesburgflorida.gov/customer_service/index.aspx
Located in City Hall, 1st Floor, 501 W Meadow St, Leesburg FL 34748
Office Hours Monday - Friday 8:00am - 4:30pm

FOR OFFICE USE ONLY

Location ID: _____
Location ID: _____
Location ID: _____
Deposit: \$ _____
ID/Credit Check Fee: \$ _____

UTILITY APPLICATION
May be used for Personal or Commercial Service

Turn on Date: _____ Customer Name: _____
IF COMMERCIAL APPLICANTS: List Business Owner's or Parent Company's Name

Commercial D/B/A: _____ FEI/EIN: _____
Please complete an IRS W9 form

SSN: _____ D.O.B.: _____ Employer: _____

Picture ID#: _____ Issuing State or Country: _____
Accepted Forms of ID include GOVT. ISSUED ID CARD, DRIVER LICENSE, PASSPORT, OR MILITARY ID-MUST BE VALID AND CLEAR PICTURE OF APPLICANT

Marital Status: Single: ☐ Married: ☐ Spouse: _____

New Service Address: _____

City: _____ State: FL Zip: _____

Owner ☐ Renter ☐ Landlord Name: _____ PH: _____
Please specify whether customer is owner or renter. If renting, please list landlord's name and telephone number

RESIDENTIAL APPLICANTS: List other ADULT occupants below.

1. _____	2. _____
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Please check box if you or anyone residing at your new service address requires uninterrupted ELECTRICITY for life-sustaining equipment? ☐

Type of Device: _____ CERTIFICATE OF MEDICAL NECESSITY PROVIDED TODAY? Yes ☐ No ☐
A Certificate of Medical Necessity must be received from a physician for Life Support designation

Billing Address: _____ City: _____
List billing address for new utility account

State/Province: _____ Zip: _____ EMAIL: _____

Main PH#: _____ 2nd PH#: _____ Fax #: _____

Current (Previous) Address: _____

City: _____ State: _____ Zip: _____

IF COMMERCIAL ACCOUNT: Please list all authorized parties below. Is your company TAX exempt? YES ☐ NO ☐ Current exemption certificate required.

1. _____	3. _____
2. _____	4. _____

Applicant agrees that any unpaid balance on any account of Applicant with the City may be transferred to this or any other utility account of applicant with the City for immediate payment thereof, including any account in the name of a corporation, partnership, limited liability company or other entity in which the applicant is an equity owner, officer, director, partner (general or limited), manager or member.

APPLICANT SIGNATURE: _____ DATE: _____
APPLICANT SIGNATURE MUST BE NOTARIZED ONLY WHEN FAXING OR MAILING (POSTAL OR ELECTRONIC) APPLICATIONS

State of _____

County of _____

Subscribed before me at _____ (CITY), by _____ (SIGNER'S NAME),
on _____ (DATE).

Notary Public's Signature

My Commission Expires: _____

THIS SECTION FOR OFFICE USE ONLY

Special Instructions: _____



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Welcome to the City of Leesburg. We appreciate this opportunity to provide your utilities and welcome your comments, questions or suggestions.

Scheduling Service Requests:

Please provide at least one business day's notice for routine service requests. More complex requests (such as installing or removing meters and/or upgrading services) are scheduled by the responsible department and require more notice.

Electric - If you are not on site when **electric** service is activated, the technician may turn ON the meter, but leave the main breaker OFF for safety reasons. The main breaker is usually located outside near the meter and can be turned ON by lifting it up (as you would a light switch).

Natural Gas - An adult person must be present for all **gas** service orders requiring access to your location. Be prepared to inform the gas technician of all gas appliances you wish to be turned on.

Water - Please ensure that all **water** faucets, inside and outside the location, are shut off when the service is turned on.

Terminating Service(s) - Remember to notify the City of Leesburg whenever you no longer desire utility service at a given location. The City will usually not accept authorization from anyone other than you to activate service, terminate service, or make premium changes to your service.

Attention Seasonal Customers: Please be sure to specify which services you are activating or terminating.

Our Customer Service staff is committed to providing the best possible service to every customer all of the time. Please feel free to use any of the methods listed above to contact us. If communicating via e-mail, please allow at least one business day for a response.

Your first bill should arrive within 30-45 days of activating service. City Emergency numbers, as well as other convenience information is listed on the reverse side of the bill. The City website www.leesburgflorida.gov is also an excellent information resource and includes our [Energy Depot](#), which is an online resource to help you better understand and manage your home energy use and costs.

My signature below indicates that I have received the following information.

SSN Collection Policy - The City of Leesburg treats your SSN as protected, private information.

Utility Fee Schedule - Common fees listed

Provision of Utilities - Utilities provided in accordance with ordinances, policies and procedures of the City of Leesburg.

Identity Theft Prevention Policy - Implemented in compliance with the Federal Fair and Accurate Credit Transaction Act of 2003.

Meter Access Notice - It is the customer's responsibility to allow the City of Leesburg unobstructed access to utility meters.

Service Deposit Policy - Deposits and interest accruals will apply to specified charges and surpluses will be refunded to the customer.

Billing and Payment Schedule - It is the customer's responsibility to remit payment in a timely manner for all services rendered.

Payment Extension Policy - Additional information available through the Customer Service Department.

Dishonored Payment Policy - Payment restrictions may be imposed for dishonored payments.

Natural Gas Safety Notice - PLEASE READ AND KEEP IN A SAFE, EASILY ACCESSIBLE LOCATION.

FOR AVAILABILITY OR EMERGENCIES- CALL (352)728-9840

Water Quality Notice - The City of Leesburg regularly tests the water supply and this information is available by request.

Garbage Collection and Recycling Information - General information- Address questions to 352-728-9878

Meter Treater Program - Convenience Service - Meter-based electric surge suppressor

Life Support Classification Requirements - Convenience Service

E-Notification Policy - Convenience Service

Click2Gov Instructions - Convenience Service

Auto Pay Bank Draft Information - Convenience Service

APPLICANT SIGNATURE: _____ **Date:** _____

In accordance with the City of Leesburg Identity Theft Prevention Policy and other ordinances, my signature below indicates that I have received and documented the Customer Application, Proof of Identification and Proof of Taxpayer ID Number.

CSS SIGNATURE: _____ **Date:** _____

SOCIAL SECURITY NUMBER COLLECTION POLICY – Adopted January 28, 2008

Florida Statute 119.071(5) provides that a "commercial entity" engaged in performance of a "commercial activity" may access Social Security numbers through a public records request under specified conditions. The statute provides definitions of "commercial entity" and "commercial activity" and provides a list of requirements the "commercial entity" must meet in order to access Social Security numbers. The City of Leesburg, Florida is required to have a written Social Security Number Collection Policy. This policy must be provided to an individual when the City of Leesburg collects that individual's Social Security number. Social Security numbers collected by an agency may not be used by the agency for any purpose other than the purpose provided in the written statement.

All public records requests for Social Security numbers must be referred to the City Clerk.

The City of Leesburg, Florida collects your Social Security number for any of the following purposes:

- (1) Classification of accounts, Identification and Verification, Creditworthiness, Billing and Payments, Data collection, Reconciliation, Tracking benefit processing, Tax reporting;
- (2) To facilitate collection of debts on past due accounts including utility accounts;
- (3) To conduct credit checks on potential utility customers;
- (4) To verify identity;
- (5) To render IRS Form 1099 to persons for whom Federal law requires the City to issue that form;
- (6) To conduct background checks on possible vendors, employees, or independent contractors;
- (7) To complete fingerprint cards as necessary;
- (8) For arrest warrants or affidavits;
- (9) For issuance of taxi or peddler/solicitor permits;
- (10) For checks and confirmations of warrants;
- (11) For suspect reports;
- (12) For the following purposes related to Human Resources Department:
Applicant Tracking; Child Support Enforcement; Internal Revenue Service Levies; Savings Bonds; Insurance Coverage; Payroll Deductions; Employee Evaluations; Pension and Benefits; Workers Compensation; Verification of Employment; ICMA (International City Manager Association) Pension or Benefit Payments; Unemployment Taxes and Quarterly Reports; Collection and Remittance of Taxes; Personnel Identification; Computer Purchase Agreements; Family Medical Leave Act Paperwork; General Personnel Matters

Social Security numbers are also used as a unique numeric identifier and may be used for search purposes. Social Security numbers will not be disseminated to the public except as provided by applicable State of Florida and Federal law as now in effect or as hereafter amended. Each person receiving the Social Security Number Collection Policy must sign a statement that they received this policy.

UTILITY FEE SCHEDULE

Credit Check Fee	\$5.00
Regular Transfer/Connection/Reconnection Fee (per metered service)	\$25.00
Meter Tamper Fee	\$275.00
Meter Reread Fee (if original reading was correct)	\$50.00
Meter Access Fee	\$25.00
Dishonored Payment Fee	\$25.00
Meter Testing Deposit (forfeited if meter test confirms accuracy)	\$100.00
Overtime Transfer/Connection/Reconnection Fee (1st service)	\$55.00
Overtime Transfer/Connection/Reconnection Fee (per service, after 1st service)	\$20.00
Gas Service Trip Charge	\$35.00
Furnace Pilot Re-lighting Fee	\$15.00
Meter Installation Fee	Varies
Basic Monthly Customer Charge (per utility)	Varies

PROVISION OF UTILITIES

The City of Leesburg (heretofore referred to as "City") agrees to furnish available utility services to Applicant at the address stated herein under the same standards as generally provided to all customers receiving like services, and Applicant agrees to take utility services applied for as available in accordance with all City ordinances, policies, and procedures dealing with utility services provided by the City.

IDENTITY THEFT PREVENTION POLICY

In compliance with the Federal Trade Commission's Fair and Accurate Credit Transactions Act of 2003 (FACTA), the City of Leesburg requires utility customers to provide proof of identification and right of tenancy when establishing a utility account. Existing account records may be updated when service changes are made. Documents containing personal private information are disposed of in order to mitigate identity theft opportunities.

METER ACCESS NOTICE

As a condition of service, a utility customer must allow unhindered, unobstructed access to meters and service lines for the purpose of having same read, repaired, removed, or serviced whenever the City may deem such action necessary. In the absence of such access, the City may disconnect all services. In addition, any additional service calls or meter readings made necessary by hindered or obstructed access shall be assessed a fee in accordance with the utility service fee schedule. Applicant agrees to indemnify, hold harmless and defend the City from and against any and all liability or loss in any manner directly or indirectly growing out of the transmission and use of electric, gas, water, or wastewater by the Applicant on the Applicant's side of the point of delivery or connection.

SERVICE DEPOSIT POLICY

Service deposits accrue interest that is credited to the utility bill annually. Once the final bill is processed, the service deposit and all remaining interest accruals are credited to the balance. The customer will receive a full refund of any excess service deposit or interest remaining after the final debt is satisfied. The City may require a new and/or additional deposit at any time to secure payments of current bills. If the additional deposit is not paid, any utility service may be denied or disconnected as appropriate. Applicant agrees that when service is disconnected, any deposit on the account will be applied to the final balance and Applicant is indebted to the City for any unpaid balance thereof, and any credit on such account after application of the deposit to amounts owed will be refunded by mail to Applicant. The deposit is nontransferable to another person. Applicant agrees monies deposited with the City as security for payment of utility services will be held in an interest-bearing account; however, City is not responsible for paying such interest to Applicants who refuse to provide the City with their Federal Tax Identification numbers as requested under this application.

BILLING AND PAYMENT SCHEDULE

Monthly bills are generated approximately one week after meters are read. Payment is due within 20 days of the bill date. After the due date, a 5% late penalty will be assessed and appear on the next month's bill. Unpaid utilities more than ten days after the original due date will be subject to disconnection for non-payment. All delinquent charges and reconnection fees must be paid before service will be restored if it is disconnected for nonpayment. Applicant agrees that the City has adopted procedures which provide the Applicant with a reasonable opportunity to dispute any bill for utility services provided by the City. Applicant, in order to receive such utility services as applied for herein, agrees to pay for utility services furnished according to existing rate schedules or any rate schedule subsequently adopted by the City. Applicant understands that the service may be withheld or disconnected if prior indebtedness to the City for any utility services has not been paid in full and that failure to receive a bill from the City for such utility services provided by the City shall not diminish Applicant's obligation for payment of prior indebtedness. Applicant agrees that any unpaid balance on any account of Applicant with the City may be transferred to this or any other utility account of Applicant with the City for immediate payment thereof. Applicant agrees to pay additional charges equal to the cost of collection, including agency, attorney's fees, and court costs if this or any account held with the City is placed in the hands of any agency or attorney for collection or legal action because of default in payment of any amount due.

PAYMENT EXTENSION POLICY

Only customer accounts in "good standing" will be considered for a payment extension. Customers must complete a short-form application at least **three** business days prior to pending cut-off date. Only Supervisory staff may authorize extensions beyond the ten-day grace period following the bill due date.

DISHONORED PAYMENT POLICY

Once we receive notice of a dishonored check, debit card, or credit card payment, the City of Leesburg will afford our customer five days to satisfy the debt and avoid interruption of service due to the returned item. All associated fees must also be paid to avoid interruption of service. The City reserves the right to impose additional payment restrictions at Management's discretion.

NATURAL GAS SAFETY NOTICE

As your natural gas distributor, the City of Leesburg, in accordance with federal regulations, is by this notice making you aware of certain safety recommendations regarding your natural gas piping. The City of Leesburg operates our gas system with an emphasis on safety. We are required to design, operate, and maintain our underground pipeline system in accordance with prescribed federal safety standards. We do not maintain the gas piping downstream of the gas meter. This is the responsibility of the customer who owns that piping. If the buried pipe is not properly maintained, it may be subject to leakage and/or (if the piping is metallic) corrosion. To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically for leaks. If the piping is metallic, the piping should be checked for corrosion. You (or the building owner) are advised to contact a licensed plumber or heating contractor to assist you in locating, inspecting, and repairing your buried gas piping. If any unsafe condition is discovered, repairs should be made as soon as possible. The Yellow Pages are an excellent resource for a listing of licensed plumbers and heating contractors. If we can answer any questions regarding this notice, please give us a call at 352-728-9840.

WATER QUALITY NOTICE

To meet the requirements of the United States Environmental Protection Agency's (EPA) 1986 Amendment to the Safe Drinking Water Act, all water utilities (including the City of Leesburg) must provide notice to their customers of potential sources and adverse health effects of lead in drinking water, even if the system is not in violation of federal standards for lead. Lead is a soft metal which can cause serious damage to the brain, kidneys, nervous system and red blood cells when consumed or inhaled into the body. There are three potential sources for lead to enter the body. The food you eat is the major source, other sources are the air you breathe and the water you drink. It is very important that you avoid the intake of lead in any way you can because it accumulates in the body. Lead is a risk for everyone, but the greatest risk is to young children, infants, and fetuses. A dose of lead that would have little effect on an adult can have a big effect on a small body. Growing children will more rapidly absorb any lead they consume which could cause slow mental and physical development. Precautions with the water you use for the diet of an infant should always be taken. Never use hot water from a faucet to make baby formulas or for any oral consumption. If you need hot water for oral consumption, take it from a well flushed cold water faucet and heat it on the stove. The most recent test for lead completed by the City of Leesburg reflected a content of less than 0.01 parts per million (ppm) lead in the drinking water supplied to the City Water customers. The EPA's Maximum Contaminant Level (MCL) is now at 0.05 ppm (thereby reflecting that the water supply is in a safe range). Even though the water supplied to you meets the requirements of the EPA, there may be a problem when the water enters your home where your plumbing may contain lead pipes, lead solder or other lead-based plumbing materials. When the water enters your home it may have a dissolving effect on any lead plumbing in your home if it has a chance to sit for several hours. The one way you can minimize exposure to this dissolved lead is by flushing your pipes for a few minutes before using the water for drinking or cooking. You may want to minimize the waste of this flush water by using it for showers, washing clothes and toilet use prior to any oral consumption. Taking showers, washing clothes, and toilet flushing will not flush your kitchen faucet, but it will reduce the waste of water from flushing. Allow the water to run until you can feel that the water has become as cold as it will get. The EPA now requires that lead-free materials be used for all water plumbing. The City of Leesburg is now in the process of making policy to ban all uses of lead for water piping in new home construction and plumbing repairs and will be active in removing any lead product in our distribution system. If you should have any plumbing work done in your home, instruct the plumber in writing that only lead-free materials can be used. Prior to moving into a newly built home, remove all strainers from faucets and flush the water for at least 15 minutes to remove loose lead solder or flux debris from the plumbing. Occasionally, check the strainers and remove any later accumulation of loose lead. Dissolved lead cannot be seen in your water. Testing by a state-approved laboratory is the only way to determine if your drinking water has high levels of dissolved lead. Contact your local utility or health department for the name of an approved laboratory. The laboratory will provide the correct procedure to be followed. The EPA estimates that a test should cost between \$20.00 and \$75.00. If you should have any questions about a possible problem of dissolved lead in your drinking water and what to do about it, contact the City of Leesburg Water Department at (352)728-9835, or your local water utility (if not the City of Leesburg), county or state health department, or the EPA. You can call the EPA toll free at 1(800)426-4791 for a booklet about this issue.

RESIDENTIAL GARBAGE COLLECTION AND RECYCLING INFORMATION

Residential customers are provided a 90-gallon container for their household garbage and small amounts of yard waste. This material is collected twice each week and containers must be at curbside by 6:30am on your pick-up day. If one of your regular pick-up days falls on a City-observed holiday, we will service your address on your next regularly scheduled pick-up day. Some residential condominiums and apartments are provided with dumpster service, which is serviced on a schedule based upon the volume of refuse generated by the residents. In addition to garbage and yard waste collection twice a week, the City collects recyclables once a week from all residential customers. The City also provides Bulk collection of certain household items and large piles of yard waste by appointment. Contact the Solid Waste office at 352-728-9878 to schedule a pick-up of these items or to determine whether your items are classified as bulk items. In some cases, a fee will be charged for these services.

Residential Pick-Up Schedule

N of Main St **Household Garbage** (Monday & Thursday), **Bulk** (Monday), **Large Yard Waste** (Thursday)
N of Main St & E of 14th St **Recyclables** (Monday) N of Main St & W of 14th St **Recyclables** (Thursday)
S of Main St **Household Garbage** (Tuesday and Friday), **Bulk** (Tuesday), **Large Yard Waste** (Friday)
S of Main St & E of 14th St **Recyclables** (Tuesday) S of Main St & W of 14th St **Recyclables** (Friday)

COMMERCIAL GARBAGE COLLECTION AND RECYCLING INFORMATION

Commercial garbage customers may address service questions or request changes directly to the Solid Waste Department at 352-728-9878.

METER TREATER PROGRAM INFORMATION

Installing a Meter-Treater (whole-house) Surge Protector directly into your electric meter will help protect all your sensitive electronics and major home appliances from externally generated surges (excluding telephone and cable lines). The City of Leesburg offers these electric surge suppressors at a monthly cost of \$3.50 for average residential meters or \$4.50 for large capacity electric meters. Contact Customer Service for more information or to request the device.

RESIDENTIAL LIFE SUPPORT DESIGNATION INSTRUCTIONS

In order to be eligible to participate in the City's Life Support Program, you must have your physician certify that you or a member of your household requires life-sustaining electrically-powered medical equipment. Your physician must provide this information on their letterhead. Once you have obtained your certification letter from your physician, please forward it to the Customer Service Department along with the utility account number, customer name, service address, primary telephone number, patient's relationship to customer, emergency contact name, and alternate telephone number.

E-NOTIFICATION POLICY

E-notification is a summary notice sent to your e-mail address which includes your account number, total charges, and due date. The notice also contains a hyperlink to the City of Leesburg Click2Gov page where the customer may view a detailed accounting of current and historical usage and charge information, as well as pay their bill. Many customers who maintain multiple residences or whose professions require extended periods "on the road" find this service very convenient for eliminating postal delays and paper clutter.

CLICK2GOV INSTRUCTIONS

1. Access Click2Gov via the City of Leesburg's website at www.leesburgflorida.gov.
2. Enter your account number and PIN as shown on your paper utility bill. The account number must be entered with the dash and no spaces, such as xxxxx5-xxxxx0.
3. Click the Sign On button.
4. Create a new PIN, a PIN reminder and enter your email address. The PIN number may contain a minimum of 3 and maximum of 10 alpha-numeric characters.
5. Click Submit.
6. Next, click Exit.
7. You will receive an email from the registration process. Please open the email, and click on the link within that email to complete the registration process. If you do not see the email in your Inbox, check your "Spam" or "Junk mail" folder.
8. After you have clicked on the link to complete the registration process, a screen will appear that states your account has been enabled. Your registration process is now complete.
9. To access your account information, sign on with your account number and newly created PIN.
10. Payments currently can be made using MasterCard, VISA, or Discover card via the secure website.

AUTO PAY BANKDRAFT INSTRUCTIONS

The Auto Pay Application is located on the back of your utility bill or can be obtained by request from any Customer Service Specialist. Once Customer Service receives the completed application (along with a VOIDED check if drafting from a checking account), we will process your application and you can usually expect your account to be drafted within two billing cycles. A notice will appear at the top of your utility bill once the Auto Pay Bank drafting becomes effective. Please continue to use an alternative method of payment until you receive notice that the payment will be drafted automatically.

FREQUENTLY ASKED QUESTIONS

What is this BULK POWER COST on my bill?

The Bulk Power Cost Adjustment (BPCA) is multiplied by your total electric consumption, just like the City's Base Rate. This adjustment is based on the difference between the City's Base Rate and what the City has to pay for the power. This adjustment will vary from month to month depending on the industry market price of oil and gas used to generate electricity at the time of purchase.

Where can I pay my bill?

Bills can be paid in City Hall (address above) or by telephone during normal hours. The Night-Drop is located on the 5th Street exterior wall of City Hall just beyond the Drive-thru window (NO CASH). The website is also accessible for payments at your convenience.