

CITY OF VERO BEACH--CUSTOMER SERVICE

Payment Address

PO Box 1389
Vero Beach, FL 32961-1389

Location Address

1036 20th Street
Vero Beach, Fl 32960

Telephone 772-978-5100

Fax: 772-978-5125

E-mail: custsvc@covb.org

Emergency Contact Information

To report an electrical outage or water line break---772-978-5000

Application Information

A properly completed service application must be received in our offices, a minimum of one working day before the requested turn on date, and a maximum of ten working days before the requested turn on date. If an application for a new service is received on a Friday or the day before a holiday and it is necessary to provide same day service, an additional service charge will be applied. If the service cannot be initiated due to circumstances beyond the City's control, the service order will be rescheduled for the next working day and the additional service charge will not apply.

If the service is OFF, it is the customer's responsibility to ensure that the main breaker is in the OFF Position and/or the main fuses are pulled for the electric service to be initiated. If applying for water service, all the faucets, showers, toilets, etc, must be OFF in order for the service to be initiated. If these conditions are not met, the City may choose not to initiate the service.

If the account is used for commercial purposes, certain state taxes may apply.

Deposit Information

A security deposit may be required when moving into a new location or when moving from one location to another. This policy applies to both residential and commercial accounts.

When an account is closed, the deposit will be applied to any outstanding balance on the final bill. If there is a credit balance on the final bill, a check for the credit amount will be issued.

Payment and Disconnect Information

Utility Bills are due when rendered and are considered past due 21 days after the bill date. Payments that are received in our offices after 11 AM are recorded on the next business day. The bill is considered delinquent if not paid in full by the close of business on the day after the due date. A delinquent bill is cause for immediate discontinuation of service.