



City of Vero Beach
 Customer Service
 1036 20th Street
 Vero Beach, Fl 32960
 T: 772-978-5100

Application for Residential Utility Service

Please complete this form and mail, fax, e-mail or deliver in person with a **LEGIBLE COPY OF THE FOLLOWING:**

- 1) **PHOTO IDENTIFICATION**
- 2) **RENTAL OR SALES AGREEMENT**
- 3) **PAYMENT OF REQUIRED SECURITY DEPOSIT AND SERVICE CHARGES**

If faxing or e-mailing the application, payment must be received within five (5) working days of the requested turn-on date. Service turn-on will be delayed or denied if the above documentation is not provided at the time of application. The application must be received at least two (2) days prior to the requested turn on date

Return this completed form to:

Mail to:	email to :	Fax to :
City of Vero Beach P.O. Box 1389 Vero Beach, FL 32961-1389	<u>OR</u> custsvc@covb.org	<u>OR</u> (772) 978-5125

Account Name (Please Print)		
Mailing Address (Please Print)		
Telephone Number (s) <i>Please circle primary #</i>	(Home)	(Cell)
Telephone Number (s)	(Work)	E-mail: (ex. cust@provider.com)
Driver's License No.	State:	DOB:
Authorized Signature		

If you have any questions, please contact Customer Service at 772-978-5100
 prior to mailing, faxing, or e-mailing this form to the City of Vero Beach

Service/Location Address		
Requested Turn on Date		
Mandatory Services when available:	Deposit and/or Service Charges	
Water	Residential Deposit	
	\$100 First metered service & \$100 for each additional metered service	
Sewer	Service Charge	
	\$30.00 First metered service & \$15.00 for each additional metered service	
Garbage	Total	\$0.00
Irrigation	If available (optional)	

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

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 water service is **OFF**, it is the customer's responsibility to ensure that 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.

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.**