



**NEW UTILITY ACCOUNTS Q&A**

**How do I open an account?**

You will need to come to City Hall and complete an application for services. Applications can be printed from this site; you can complete the application and bring it with you when you come.

**What will I need to bring?**

- ✓ Picture ID (Drivers License)
- ✓ Proof of ownership – Copy of your Lease Agreement (if you are renting) or Warranty Deed (if you are the owner or are purchasing).
- ✓ Certificate of Occupancy – Service for a newly constructed home requires that a CO be issued before service can be set up for the resident to occupy the home.
- ✓ 911 address for the location you wish to have connected.
- ✓ Social Security Number

*(Commercial Applicants must also provide a City of Alachua Local Business Tax Receipt)*

**How much will it cost?**

<u>Security Deposits*</u>		<u>Service Charges** to Connect Service</u>	
Residential Electric	\$150.00	Electric	\$25.00 per meter
Residential Water	\$40.00	Water	\$25.00 per meter
Residential Sewer	\$50.00		
Residential Irrigation	\$40.00	Irrigation	\$25.00 per meter

**\*Commercial utility deposits are calculated at two and a half times the average bill of a comparable business.**

**\*\*Service Charges are a fee and are NON-REFUNDABLE.**

**Residential Letter of Credit**

The City will waive deposit requirements if the residential customer furnishes a letter of credit status from another electric utility company indicating a satisfactory credit rating and payment status for two (2) consecutive years. A satisfactory credit shall be defined as *no*

non-payment disconnects, *no* non-sufficient funds (nsf), *no* returned automated clearing house (ach) payments, and not more than one late notice within the two year period. Such letter of credit status must be for the time period immediately preceding the request for connection with the City of Alachua. In the event an account no longer maintains a satisfactory credit rating, the residential customer will be required to pay the minimum deposit required for a residential account.

**How long will it take to connect my Utility Service after I have made application?**

Application for new or transferred service must be applied for in person and in writing not less than one business day prior to the desired date of connection.

**When do I get my Residential Deposit back?**

Upon submittal of the *Deposit Credit Request*, the City will credit the deposit held for any residential customer who has for two consecutive years maintained a timely payment record. A timely payment record shall be defined to mean the payment of an outstanding utility bill on or before the due date, *no* non-payment disconnects, *no* non-sufficient funds, *no* returned automated clearing house (ach) payments, and not more than one late notice during the two-year period. *Deposit Credit Request* forms can be printed from this site.

**Note:** *If the residential customer subsequent to receipt of the Deposit Credit Request, fails to maintain a satisfactory credit rating, the residential customer will be required to provide a deposit based upon the City's deposit requirements at such time.*