

Ocoee Utility District Instructions Regarding New Account

Same day water service is not guaranteed. Typically service is activated the same day if your contract is completed before noon. All services should be activated by the next business day at the latest unless there are circumstances beyond our control.

Your minimum bill will be \$21.75 plus tax, with a charge of \$8.00/1000 gallons for water usage.

\$2/month is added to your bill for leak insurance. If you ever have a leak that results in an elevated bill, one time per year you may place a claim with Hanover Insurance that will reduce the bill to what you pay on the average. Another coverage is available that would pay to repair water line damage anywhere between the meter and where the line enters the house (nothing inside or under the house). This coverage is \$3.50/month and can be added now or at any time in the future. If added today the coverage will begin immediately, but if you wait until later there will be a 30 day waiting period.

Unless you let us know you would rather not participate you will be enrolled in our roundup program, the Impact Fund, which goes directly to education and helping people in our community with financial hardships (more info at www.occoeutility.com/impactfund.php).

After your bill is issued we do not send a second notice if it is unpaid. Not receiving your bill does not alleviate you from the disconnection fee if payment is not made.

A late penalty is applied to any bills not paid by the close of business on the due date, including online payments. If your bill remains unpaid beyond 10 days past the due date, it is subject to be disconnected. If this happens, a \$50 disconnection fee is added to your account at 8am that business day. This fee applies regardless if service has been interrupted. All payments must be received in office, online or in our night drop box before we open at 8am on that day in order to avoid disconnection fees.

Any bills unpaid within 30 days of disconnection will be turned over to a collection agency.

Bills may be set up for automatic payment through our office at no charge. Ask our associate for assistance if you would like to set up an automatic bank draft.

I understand and accept the above explanation of my account and responsibilities regarding landscaping in the memo I was provided.

Sign: _____

Date: _____