



North Port Utilities Department

4970 City Hall Boulevard
North Port, FL 34286-4100
www.cityofnorthport.com

(Office Use Only) Loc #

Paperwork Checklist

- Completed & Signed New Customer Info, E-bill, Utility Service Agreement Form
Legal Proof of Ownership
Copy of Photo ID
Outstanding balances or liens paid in full?

Customer Care & Billing (941) 429-7122

Fax (941) 429-7121

NEW CUSTOMER INFORMATION

Customer Name:

Home Phone:

Service Address:

Cell Phone:

Mailing Address (If different than service address):

Email:

Emergency Contact:

Social Security #

Name:

Driver's License # State

Phone No.:

Date of Birth:

Help us be environmentally friendly!

You will receive billing information through Go Green Paperless E-Bill Notifications to your email, unless you opt-out below.



Have you previously had a North Port Utilities account?

Yes No checkboxes

Closing Date:

(Please initial) I agree to the terms of the service stated on the back of this form, confirm that I am the person signing below, and that I have the authority to register for e-bill notification on this account.

Turn on Water Date:

Check here to opt out of E-Billing and you will receive a paper bill through US mail

\*\*\*If the closing date changes, it is the customer's responsibility to notify North Port Utilities.\*\*\*

Customer Signature: Date:

(Please initial stating that you understand the following:) Per City of North Port, Chapter City (Ordinance 2015-49; North Port Code Section 78-24; b), The city may withhold or discontinue water and/or wastewater and/or reclaimed water serviced rendered under application made by any member or agent of a household, organization or business unless all prior indebtedness to the city of said service address or of said applicant, household, organization, or business for water, wastewater, reclaimed water, backflow compliance or any miscellaneous utilities service has been settled in full in accordance with city policy.

\*\*\*Customer has ten (10) calendar days from the date of closing (listed above) to provide North Port Utilities with a copy of the signed proof of ownership documents (HUD, Warranty Deed, etc.) or the water will be shut off until it is received.\*\*\*

\*\*Please be advised - Your first billing statement will reflect a \$45.00 (during working hours) initiation fee. This fee covers the cost to (1) set up the new customer account, (2) process the necessary forms, and (3) provide one field representative, equipment and vehicle to activate the water service.\*\*

FOR OFFICE USE ONLY

CLOSING DOCS / PROPERTY RECORDS CK'D: ACCT #/CYCLE/ROUTE

COMPLETED BY: DATE: CONFIRMED WITH CUSTOMER:

CONFIRMED EBILL: DECLINED EBILL:



# Thank you for helping Utilities **GO GREEN!**

## **ELECTRONIC BILLING AUTHORIZATION**

The City of North Port is pleased to offer an environmentally friendly billing notification of your utility bills via the internet. Choosing this option, you will receive your North Port Utilities bill notification via email. You may cancel or change the way you receive your bill at any time by notifying North Port Utilities.

### **ELECTRONIC DELIVERY CONSENT AND WAIVER.**

#### **READ THIS AUTHORIZATION AND WAIVER CAREFULLY BEFORE SIGNING THE FRONT OF THIS FORM.**

Responsibility of the City of North Port. As with any electronic media, interruptions are possible. The City of North Port will be responsible for maintaining a standard procedure that is regularly used and relied on to get the electronic notification to the Customer.

Responsibility of the Customer. The Customer will be responsible for payments of all bills, regardless of notification from the City of North Port that a bill is available for viewing.

- I hereby authorize North Port Utilities to begin notifying me by email that an electronic copy of my monthly bill is available to me to view on the Internet, and I agree that it will be presumed that I have received notice of my bill if I choose to use this procedure and the City of North Port follows its established procedures in emailing the notice to me.
- I hereby authorize North Port Utilities to stop delivering my utility bill via the U.S. Postal Service.
- I agree that I will review my utility bill online after notification via email and that I am responsible for timely paying my bill just as though it had been sent to me via the U.S. Postal Service.
- I agree that communications from the City of North Port Utilities Department, including notices or other documents required by applicable law, may be delivered to me electronically. Even though I am consenting to the use of electronic mail, I understand and agree that the City of North Port may also communicate with me via U.S. Mail at my postal address. All communications so sent, whether by U.S. Mail, personal delivery of authorized electronic means shall be considered delivered to me personally, whether or not actually received by me, so long as the communication has been properly addressed to me at the most recent email address or postal address I have provided to the City of North Port.
- I agree that documents that may be delivered to me electronically include, but are not limited to, invoices, statements, late notices, newsletters, reports, privacy notices, disclosure statements and any other information delivered or provided to me by the City of North Port.
- I understand and agree that the documents and other information delivered electronically may be formatted in Adobe Acrobat's portable document format ("PDF"), hypertext mark-up language ("HTML"), or other file formats that the City of North Port deems appropriate. In order to view or print the documents provided in PDF, I may have to obtain the Adobe Acrobat Reader, which is available free of charge at Adobe's website.
- I agree that I am responsible for having access to any hardware, software or other technology to access the electronic deliveries made by the City of North Port, and understand that the City of North Port will not be responsible for any difficulties resulting from my failure to possess or have access to technology adequate to use the electronic communications to my satisfaction.
- I agree that this Consent and Waiver will remain in effect until North Port Utilities has received written notification from me of its termination or change.

If you have any questions regarding e-billing, please contact (941) 429-7122.



*North Port Utilities Department*

4970 City Hall Boulevard  
North Port, FL 34286-4100  
[www.cityofnorthport.com](http://www.cityofnorthport.com)

Customer Care & Billing (941) 429-7122

Fax (941) 429-7121

**CUSTOMER SERVICE AGREEMENT**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**\*\*Please note that a \$45.00 initiation fee will be applied to the first billing statement\*\***

By signing of the Customer’s Service Agreement, Customer recognizes and agrees to abide by all existing Ordinances and Resolutions of the Utility and any amendments thereto, copies of said Ordinances and Resolutions and amendments thereto are available for inspection at the Utility business office.

Customer agrees that the Utility, its agents or employees, shall at all times have access to Utility’s lines, meters, and the areas where such facilities are located. These areas will be kept free of shrubbery, trees, fences, interference from pets, and other obstructions. Customer agrees that it shall hold Utility, its agents or employees, harmless and Utility shall not be liable for any damage or injury alleged to have occurred through Utility, its agents or employees, conducting inspections and repairs to Utility’s lines and meters, whether such damage shall have occurred through negligence or otherwise and whether such damage or injury shall occur to real property, persons or pets.

- The property owner shall, as to the city, have sole liability for all amounts due and owing to the city as a result of services provided by the city utility department.
- We offer: Pay by phone and utility billing online. **Please be advised if our electronic payment methods are down, there are still other options to pay the utility bill such as, automatic bank draft, mail payments, walk-in payments, and drive thru.**
- In the case of an account with inadequate good payment history, the city may require a deposit to secure payment.

**TAMPERING WITH A METER AND/OR THE USE OF WATER WITHOUT AUTHORIZATION FROM THE UTILITY IS ILLEGAL UNDER FLORIDA STATUTE 812.14 IN NORTH PORT CODE SECTION 78-24 AND PUNISHABLE BY LAW AND/OR FINES. THE CURRENT FINE FOR TAMPERING AND/OR UNAUTHORIZED USE OF WATER IS \$300.00.**

Customer further agrees that all bills for water and/or sewer charges will be paid within twenty one (21) days of the bill date. Fourteen (14) days after written notice of delinquency to the customer, the Utility will have the right to disconnect service for nonpayment and additional service fees will be incurred.

The customer shall be liable to the City for all costs of collection, including, but not limited to, reasonable attorneys’ fees, court costs, recording fees, and post-judgment collection efforts, related to delinquent amounts, liens, etc. owed by the customer to the City (*Ordinance 2015-49; North Port Code Section 78-24; b*). This agreement is subject to the provisions of the City of North Port, Chapter 78, Article II.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_