



CITY OF FORT MYERS  
Utilities Department  
P.O. Box 340  
Fort Myers, Florida 33902-0340  
(239) 321-8100 (Utilities) (866) 910-1751 (Toll Free)  
(239) 344-5958 (Utilities-Fax)  
(239) 321-8050 (Solid Waste) (239) 344-5959 (Solid Waste-Fax)  
www.cityftmyers.com

### UTILITIES/SOLID WASTE APPLICATION

Activation Date \_\_\_\_\_ Closing Date (If Owner) \_\_\_\_\_

**SOMEONE MUST BE AT THE LOCATION FOR TURN ON**

Check Appropriate Box: Residential  Non-Residential

Owner  Lease/Tenant  New Construction  Landlord On/Off  Type of Business \_\_\_\_\_

Account Name (Name of Person Responsible) \_\_\_\_\_

Business Name: \_\_\_\_\_

Authorized Party on Account (Business): Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address of Service Request: \_\_\_\_\_

Billing Address (If different from Service Address): \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone \_\_\_\_\_ Fax \_\_\_\_\_

Driver's License or Photo I.D. No. \_\_\_\_\_ State of Issuance \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Employer Name: \_\_\_\_\_ Employer Phone No. \_\_\_\_\_

Renting at this address : Yes  No  If Yes, Date of Lease \_\_\_\_\_

Landlord or Rental Agent's Name \_\_\_\_\_ Telephone No. \_\_\_\_\_

Have you ever had a Utility Account with the City of Fort Myers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If "Yes" provide the account number or address of service _____		
Does service need to be disconnected at this address?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If "Yes" date you want service disconnected _____		

#### SOLID WASTE SECTION

Non-Residential 2 Yd Dumpster  4 Yd Dumpster  6 Yd Dumpster  8 Yd Dumpster

Please see attached rate sheet and circle frequency of pickup per week

Cardboard 2 Yd Dumpster  4 Yd Dumpster  6 Yd Dumpster  8 Yd Dumpster

Please see attached rate sheet and circle frequency of pickup per week

**Please read the following:** I agree to take water and/or service from the City of Fort Myers Utilities Division in accordance with the appropriate City ordinance, regulations and rate schedules now in effect and/or superseding ordinance, regulations and rates. A deposit and service charge shall be required of all utility customers.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

\*\*\*\*\*FOR OFFICE USE ONLY\*\*\*\*\*

Date: \_\_\_\_\_ CSR Initials: \_\_\_\_\_ Account number: \_\_\_\_\_ Customer number: \_\_\_\_\_

Cycle: \_\_\_\_\_ Service orders :OAD# \_\_\_\_\_ ON# \_\_\_\_\_  Residential  Non-Residential

# City of Fort Myers Utilities Customer notification

## To Our Customers

It is the intent of the Fort Myers City Council to provide quality customer service to all users of city utility service, and to provide for administration of the billing and collection of utility charges in a manner which is consistently in the best interest of the city and its general populace, affording no special advantage to any individual, group or organization.

## Summary of Your Billing Rights

**In Case of Errors or Questions About Your Bill:** If you think your bill is wrong, or if you have questions about your bill, please call a Customer Service Representative at 239-321-8100 between 8:30 a.m. and 5:00 p.m. To avoid late fees or termination of service because of an amount in dispute, you must either pay the disputed amount in full or submit a written complaint describing the dispute to the Utility Customer Service Office prior to the due date on the bill on which the error or problem occurred. Failure to pay, or to file a written complaint, may subject the account to late fees and/or termination. If you pay your bill in full and further investigation determines you don't owe any part of the charge, a credit adjustment will be made to your account within 5 business days. All undisputed amounts must be paid when due. Customer disputes may be appealed to the Utility Customer Service Office at 239-321-8100. The Public Work Director shall have final authority for resolution of customer billing disputes.

**If you are Unable to Pay your Utility Bill:** If you cannot pay your bill in full, you must contact the Utility Customer Service Office before the bill due date to make alternative payment arrangements. Failure to do so may result in late fees and/or termination of service. Alternative payment arrangements may be granted under certain circumstances as described further in the "Utility Billing and Collection Rules and Procedure for Dispute Resolution", adopted by the Fort Myers City Council on April 6, 1998. A copy of this policy can be obtained upon request from the Utility Customer Service Office.

## Summary of Standard Operating Policies

**Monthly Bills and Payments:** Utility bills are sent to all customers monthly. Payment is due 14 days from the billing date. Payments may be made by mail to: City of Fort Myers Utilities Department, P O Box 30185; Tampa FL 33630-0185; in person at City of Fort Myers Utility Center; 2925 Dr. Martin L. King Jr. Blvd; Fort Myers FL 33916; IVR (Interactive Voice Response) 1-877-333-0866; on line at [www.cityftmyers.com/utilities](http://www.cityftmyers.com/utilities); after hours, by check or money order, in the night deposit located on the north side of the Utility Center in the drive thru. Failure to receive a monthly bill does not relieve you of the obligation to pay for services used. Always notify the Utility Customer Service Office promptly if you do not receive a monthly bill.

**Delinquent Accounts:** Accounts with an unpaid previous balance will be billed a 10% late fee and are subject to termination 14 days after the dated billed. No further notices will be sent and no reminder call will be made. If the account is terminated, payment of the total bill, including late fees and service charges, must be made to restore service. A deposit increase may be required before service is reinstated to bring your deposit to 2.5 times the average of your last two months' bill.

**Disconnect Policy:** If you request discontinuation of service, we will obtain a final reading from the meter on the date you request, apply your deposit against those charges and issue a refund or final bill to you. A written request is required for refunds due of \$5.00 or less. Refunds will only be paid to the depositor of record. You must provide a forwarding address to the Utility Customer Service Office when requesting disconnection of service.

**Rates and Fees:** All rates and fees are established by ordinance of the Fort Myers City Council at an advertised public hearing. A current list of rates and fees may be obtained upon request from the Utility Customer Service Office or by accessing the City of Fort Myers website at [www.cityftmyers.com](http://www.cityftmyers.com).

**Theft of Service:** An unauthorized water connection is a serious and expensive problem that increases cost for legitimate paying customers. It is also a crime punishable by fines and imprisonment. The City will vigorously persecute any unauthorized water connection found. Customers are urged to report unauthorized service connections to Public Works at 239-321-8100—Option #3.

**Notification of Changes:** You must notify the Utility Customer Service Office promptly of any changes in your account information, including but not limited to name, mailing address and telephone number.