



## Request for Service Application

### Section I Requirements to Start Service:

#### 1) Two Valid Forms of Identification:

- a. Government-issued Photo ID
- b. Anything that has your name embossed/printed on it (i.e. Social Security Card, Insurance Card, Passport, Voter Registration, Vehicle Registration) ***NO credit/debit cards will be accepted.***

#### 2) Proof of Ownership/Tenancy

- a. Proof of Ownership:
  - i. If Established: Recorded Deed
  - ii. If Newly Purchased: Signed ALTA Statement or Notarized Deed
  - iii. Prior to Closing: Fully Executed Sales Contract (signed by both buyer and seller)
- b. Proof of Tenancy:
  - i. A valid lease must be signed with owner and tenant signatures clearly visible.
  - ii. Notarization of the lease by the owner may be required on a case-by-case basis.
  - iii. If the lease is signed by a Property Management Company only, a copy of the current property management agreement with the owner must be provided.
  - iv. If the signing Property Manager is not individually named within the Agreement, a list of Authorized Agents must be provided by the Company on company letterhead.
  - v. If the lease is signed by a Power of Attorney, a copy of the Power of Attorney must be provided.
- c. If No Valid Lease is Available:
  - i. Owner, Authorized Agent, or POA will complete, and have notarized, a Letter of Authorization Form provided by the City (photo ID and proof of ownership/agency/POA must be provided).
- d. If Owner is Deceased:
  - i. Death Certificate must be provided.
  - ii. Last Will and Testament or trust agreement naming beneficiary or executor.
  - iii. Proof of Probate Filing (temporary water service may be provided pending Probate documentation).

## Section II: Applicant Information

Requested Start Date: \_\_\_\_\_

Note: The City of Cocoa offers next business-day service. Applications received after 3:00 PM may take up to 2 business days for processing.

Please make a selection from each column

New Customer  Owner  
 Move (Complete Section III)  Residential  Tenant  
 Add Location (Existing Customer)  Commercial  Beneficiary

Applicant Name: \_\_\_\_\_  
Business or Last Name First Name MI

Service Address: \_\_\_\_\_  
Number Street  
\_\_\_\_\_  
City State ZIP Code

Mailing Address: \_\_\_\_\_  
(If different) Number Street  
\_\_\_\_\_  
City State ZIP Code

Phone Numbers: \_\_\_\_\_ (C) \_\_\_\_\_ (H) \_\_\_\_\_ (W) \_\_\_\_\_ (EXT)

Email Address: \_\_\_\_\_

DL/State ID # \_\_\_\_\_ State: \_\_\_\_\_ Expires: \_\_\_\_\_

Social Sec. # \_\_\_\_\_ Tax ID # (Business Only): \_\_\_\_\_

## Section III: Move – Previous/Current Service Address:

\_\_\_\_\_  
Number Street Requested Termination Date  
\_\_\_\_\_  
City State ZIP Code

In accordance to Florida Statute 119.071(5), the City of Cocoa's collection of social security numbers is imperative for the performance of its lawful duties and responsibilities. Social security numbers collected by the City of Cocoa are considered confidential and may not be used by this agency for any purpose other than the purpose provided in this written statement. The City of Cocoa collects your social security number for the following purposes: identification and verification; credit checks; debt collection. Social security numbers are also used as a unique numeric identifier and may be used for search purposes. Disclosure of your social security number is voluntary, and the City will not deny rights, benefits, or privileges as a result of a refusal to provide it.

### Section III: Important Disclosures

- A) The City of Cocoa is not responsible or liable for loss or damage to any person or property whatsoever, resulting directly or indirectly from flooding beyond the water meter. It is the customer's responsibility to make sure all water inside/outside the dwelling is turned off to avoid flooding. If a Field Service Representative cannot turn the water on due to water running, the customer must contact Customer Service to reschedule for a later time/date.
- B) The first bill of every service activation will reflect a Service Initiation Fee.
- C) Deposits shall be held in an interest-bearing account and, if applicable, residential deposits will be credited to the account after twelve (12) months of satisfactory payment history or applied to the final statement, whichever comes first. Accounts processed for non-payment will have deposits assessed if no deposits are held. Commercial deposits are held for the lifetime of the account. Any final credit balances will be refunded once it is determined there are no other outstanding utility debts owed to the City.
- D) Any outstanding account balance is to be paid in full before service shall be restored following interruption due to non-payment. Service reconnection may not be guaranteed the same day. The account holder must contact Utility Customer Service during normal business hours to schedule reconnection. Service reconnection outside normal business hours is prohibited.
- E) Payments made to prevent disconnection of service, or, to restore disconnected service; that are returned, will result in immediate interruption of service and additional fees/deposits (if applicable) will be applied to the account.
- F) Tampering and/or self-restoration of service will result in "involuntary termination". If an account is terminated for non-payment and then self-restored/tampered with, the Applicant on Record (tenant/owner) will be immediately disconnected and the meter will be locked (fees apply). Furthermore, once an account is involuntarily terminated, the Applicant on Record will be required to reapply for service and provide updated documentation.
- G) Delinquent accounts that continue to go unpaid are reported to a collection agency. Per Ordinance 22-18, the City shall be entitled to recover all costs, including but not limited to, reasonable attorney's fees and/or collection services charges, incurred in collecting delinquent utility fees and charges.
- H) As detailed in the City of Cocoa Code of Ordinances, a lien will be placed on the property if an account in the Owner's name remains unpaid. All owner debt (at any location owned by the registered owner in BCPAO) must be paid prior to establishing service at any of the above-stated owner's properties.

I hereby authorize the City of Cocoa Utilities to supply water and/or sewer services to the property provided on this application, as well as any other services which may be attached to the property. I also agree to pay for said services at the rate established by the City of Cocoa and other Utilities which will be billed and abide by the rules and regulations applicable to said service as outlined in the Utilities Handbook, which is available online at [www.cocoaf.org/289/Utilities-Handbook](http://www.cocoaf.org/289/Utilities-Handbook). I further agree to contact the City to inform of need for termination of services. I understand services will continue to bill in my name until I request termination of service.

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Signature

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Date