



Customer Service
65 Stone Street | Cocoa, FL 32922
Phone: (321) 433-8400 | Fax: (321) 433-8408
Email: customerservice@cocoafl.org

Request for Service Application

Section I (Please Print):

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

Residential

Tenant

Add Location (Existing Customer)

Commercial

Owner

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: _____

ID # _____ State: _____ Expires: _____

Social Sec. # _____ Tax ID # (Business Only): _____

Move – Previous/Current Service Address:

Number Street Requested Termination Date
City State ZIP Code

Section II: 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 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. 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 of service due to non-payment. Service reconnection may not be guaranteed the same day. The account holder must contact 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 [Utility Handbook](#).

Signature

Date

In accordance to Florida Statute 119.071(5), social security numbers collected by the City are considered confidential and may not be used for any purpose other than the purpose provided in this written statement. The City of Cocoa collects your social security number for: identification and verification; 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.