



17404 SIXTH STREET, MONTVERDE, FL 34756

PO BOX 560008, MONTVERDE, FL 34756

**TOWN HALL- BUSINESS HOURS: MONDAY-THURSDAY 7:00 AM – 6:00 PM**

PHONE: 407-469-2681 – FAX: 407-469-2773 EMAIL: [Permitting@mymontverde.com](mailto:Permitting@mymontverde.com)

**UTILITY SERVICE REQUEST FORM**

**CUSTOMER INFORMATION**

Date Service Requested: \_\_\_\_\_

Frist Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

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

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

Forwarding Address: \_\_\_\_\_

Signature of Owner or Tenant: \_\_\_\_\_ Date: \_\_\_\_\_

**SERVICE REQUESTED**

CONNECTION

TRASH CAN

TEMPORARY TURN OFF RQUEST

DISCONNECTION

RECYCLE BIN

GARBAGE ONLY

## Welcome to the Town of Montverde

PO Box 56008, Montverde FL 34756

Business Hours Monday – Thursday 7:00 am – 6:00 pm

Phone #407-469-2681

### Residential Customers:

**Utility Deposit Home Owners:** A utility deposit of \$150.00 and a turn-on fee of \$35.00 must be paid at time of application for new services and a form of ID. For termination of your services, you must submit the proper form to Town Hall in writing including a forwarding address. Your request will be process and a \$35.00 cut-off fee will be applied. Your deposit will be applied to the final utility bill and any remaining deposit will be refunded.

**Utility Deposit Tenant/Rental Homes:** A utility deposit of \$200.00 garbage \$50.00 and turn – on fee of \$35.00 must be paid at time of application for new services and a form of ID. A copy of your rental/lease agreement for the service location or landlord tenant affidavit. For termination of your services, you must submit the proper form to Town Hall in writing including a forwarding address. Your request will be process and a \$35.00 cut-off will be applied. Your deposit will be applied to the final utility bill and any remaining deposit will be refunded.

The Town provides garbage ONLY service to 4-Lakes: Home Owners the deposit of \$50.00. Rental Homes/Tenant \$75.00. must be paid at time of application for new services and form of ID. If the garbage account remains unpaid for a period of 30 days services, the Town may apply your only deposit. To restore service all remaining balance will need to be paid including garbage-only deposit will be required.

The utility bills are mailed on or about the first day of the month and are due by the 20<sup>th</sup> of the month. If the water and garbage service remains unpaid on or after the 20th the month, a penalty of 10 % of the said bill shall be imposed and added to the said bill. If the said bill remains due and unpaid on or after the 1<sup>st</sup> of the following month the water service to the consumer shall be discontinued and shall not be reconnected until all past due charges have been fully paid, together with the applicable reconnection charges.

The Town shall not be responsible for delays or losses in transit, in the mail or otherwise. Insufficient funds or declined credit and debit card payments shall constitute nonpayment of the bill.

Payments can be made by: Mailing your payments, Call to pay by Phone, Sign up for ACH Auto

Draft or pay on the Town website: Click on



Waste Pro Number – 352-366-0352 - Garbage and Recycle Days as follows:

**Bulk Yard – Thursday, when disposing of Bulk items please notify Waste Pro at 352-366-0352 before placing items out.**

Payments can be made at Town Hall, or you can drop off your payment in the Green Correspondence Box in the Parking lot, or mailed payment to the Town of Montverde, PO Box 56008, Montverde FL 34756.

## New Payment Process!!!!

The Town has a new payment process to pay on line.

Please go to the home page.

Town's website [www.mymontverde.com](http://www.mymontverde.com)

And click on the water faucet which will take you to the new and improved payment site.

On the left hand side of the screen you will see a place to enter your WEB ID Number: xxxxxx this six (6) digits number is on the top right of your utility bill and then enter the first four (4) characters of the account holder last name and hit (Next)

This will bring you to a screen where you can see your account information and you can make the payment. **If you have the old payment site saved in your favorites, please delete and save the new site.**

Should you have additional questions, please feel free to contact Town Hall at (407)469-2681

Thank You!!



## Bank Draft Information Form

**Attention: Bank Drafts are deducted from your Bank Account on the 15<sup>th</sup> of the month.**

Utility Customer Name: \_\_\_\_\_

Utility Customer Physical Address: \_\_\_\_\_

Utility Account Number: \_\_\_\_\_

Customer Contact Phone #: \_\_\_\_\_

Name of Bank: \_\_\_\_\_

Bank Routing #: \_\_\_\_\_

Checking or Savings Account #: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

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

**\*\*\*\*\*MUST ATTACH A VOID CHECK WITH THIS FORM\*\*\*\*\***

**All Returned ACH Checks Will Have A NSF Fee of \$25.00 And Will Be Disconnected Immediately Along With A \$35.00 Disconnection Fee and A \$35.00 Re-Connection Fee.**