



Acct #: _____

City of Mulberry
P.O. Box 707
Mulberry, FL 33860
Tel 863.425.1125

City of Mulberry Utility Policies

The following document details the utility policies for starting, maintaining, and terminating utility service with the City of Mulberry. Should you have any questions regarding any of the below mentioned policies or any other issues with your account please contact Customer Service at (863) 425-1125 Monday-Thursday 8:00 am to 5:00 pm and Friday 8:00 am to 4:00 pm and we will be happy to answer any questions you may have.

Account Set-Up

In order to begin utility service with the City of Mulberry for both residential and commercial, you must first set up an account. You will need to submit a completed application for utility service with the City along with a copy of your lease or deed, identification such as a Florida Driver's License, your social security number, and deposit. This will need to be done in person at City Hall 104 S. Church Ave., Mulberry, FL 33860 during regular business hours. New service establishment hours are Monday - Friday 8am to 2pm only.

Deposits

In order to begin utility service a deposit will be required. The residential deposit is \$225 and the commercial deposit is \$500. This is required for all accounts and is not based on credit. The remaining deposit will be returned after payment of the final bill is deducted.

Transfer Account

To transfer services to another location within the city limits bring in a new lease or deed to Customer Service at City Hall during normal business hours. A \$50 transfer fee will be required for all accounts in good standing. If there are delinquencies on the account an additional deposit may be required. Services will be connected at the new location and terminated at the old location.

Termination of Services

To terminate services on your account with the City of Mulberry let us know the last day you will be needing service. We will cancel your service effective as of that date. We will apply your final bill charges to your deposit and return the remainder to you. Make sure we have your most current address or forwarding address in which to send the refund.

Meter Readings and Billings

Meters are read at the start, monthly, and at the termination of service. The monthly meter reading is done around the 15th of each month. The cycle billing is completed around the 25th-27th of each month. Please be aware that you are responsible for all charges by the due date even if a bill is

not received. If you do not receive a bill please contact City Hall. All utility payments are due on the 15th of the following month. If this date falls on a weekend or holiday, then the bill is due on the next business day City Hall is open.

Vacation Rates

We do not currently offer vacation rates. If you are going to be away you will still be charged your monthly bill based on usage.

Rentals

For the first two weeks of service after water has been turned on for all rentals there will be a \$25.00 charge for service due to clean-up.

Late Payments/Disconnects

Any payment received in this office after the due date will be considered late. A late fee of \$10 or 10% whichever is greater will be applied to the account and a late notice will be sent out to notify the customer. Pursuant to Mulberry City Ordinance Chapter 19 Section 19-31, if the bill remains unpaid up to the 24th of the month, then the account will be charged an additional delinquency fee of \$50.00 for the first three occurrences, and \$100.00 for each subsequent occurrence and service shall be terminated. An additional \$55.00 reconnection fee will be required to turn service back on once all fees have been paid.

Reporting Outages

If you incur a service interruption due to factors outside of your control please contact us immediately to report the outage. You can call the main line at City Hall 24 hours a day to report the outage.

Garbage Policy

All household trash and recyclables are picked up on Mondays. Yard debris, bulk pickup and claw truck are to be scheduled on/before Thursday before the proceeding Monday, to be added to the pick up schedule. Once trash is removed all empty trash cans must be removed from the curb within 24 hours. *Note: Commercial accounts can only have one garbage tote, and residential can have up to two totes. Any extra garbage totes are subject to additional fees.*

Tampering

If a customer disconnects, connects, or reconnects his/her or any other customer's service there will be an administrative charge of \$200.00 for the first violation and a \$500.00 charge for any subsequent violations. This is in addition to any charges that will be assessed for damaged equipment due to the tampering violation and any services used without payment. The city still reserves the right to seek civil or criminal remedies in any tampering case in addition to the administrative fees.