

Start Utilities Service

To Establish Service with Lee County Utilities:

There are three (3) items needed:

1. Completed New Account Application
2. Driver's License, State ID or Passport
3. Proof of Ownership or Lease/Rental Agreement

Proof of ownership can be: Purchase/Sale Agreement, Settlement Statement or if at a Mobile Home Community - a Lot Lease.

LCU now offers three (3) methods to establish new service:

1. You are now able to download our LCU Service Request mobile app. Please visit your app store on your smart phone and download our LCU Service Request mobile app. The mobile app will guide you through the process and you will receive an email confirmation that your application was received. All applications received through our mobile app will be processed the following business day.

or

2. You can download the forms from our website at the links below and email all of the required documentation to utilities@leegov.com

- Service Application: Residential **(English)**
- Service Application: Residential **(Spanish)**
- Service Application: Commercial

or

3. You can come to our office located at 7391 College Parkway and apply in person. To speed up the process, please print and fill out your application. Please remember to bring a photo ID and proof of ownership or lease agreement.

Please note, same day service is only offered if ALL of your required paperwork is received prior to 12:00pm. Any requests for same day service received after 12:00pm will be scheduled the next business day.

NEW ACCOUNT APPLICATION

Lee County Utilities – Customer Service
7391 College Parkway
Fort Myers, Florida 33907

Telephone: (239) 533-8845
Toll Free Number: (800)485-0214
Fax Number: (239) 485-8845

ATTENTION CUSTOMERS:

Please see the back of your monthly invoice for billing information. Also, visit Lee County Utilities web site for important information regarding your new utility account at <http://www.leegov.com/utilities/>.

NOTE: All new account requests must be presented with either proof of ownership, a lease or a rental agreement.

Please Check One: Residential Owner Residential Tenant Commercial

Please Print

NAME _____
Last First Middle Initial Date of Birth Gender

DRIVER'S LICENSE, FEIN OR OTHER ID NO: _____ SPECIFY FORM OF ID: _____

BUSINESS NAME (DBA) _____

SERVICE ADDRESS _____
Address Service - Turn on Date

City State Zip Code Cell Phone

MAILING/BILLING ADDRESS (if different than above) _____
Address PREVIOUS SERVICE ADDRESS

City State Zip Code City State Zip Code

Home Phone _____ Work Phone _____ E-mail _____

Deposit Information

To guarantee payment for water and/or sewer services, a deposit must be paid before services can be initiated. If, after 23 months of un-interrupted service, you have a good credit standing with LCU, the deposit (plus interest) will be credited to your account. If you terminate your service before 23 months have accrued, the deposit will be applied to your final bill. Any remaining credit balances will be refunded to you.

Please check one:

I have attached a letter of reference from my previous utility provider **OR** I will be enrolling for autopay and paperless billing, therefore, request the deposit to be waived (Residential accounts only.)

I have another service address with LCU with 23 months of un-interrupted service and a good credit standing with LCU and, therefore, request the deposit to be waived. (See above prev. svc addr and/or account no: _____). (Residential accounts only)

I intend to pay LCU the required deposit.

Customer Contract

- I hereby request and authorize Lee County Utilities to supply water and/or sewer service to the above described property until receipt of formal notice from me requesting discontinuance of such water and/or sewer service.
- I agree to promptly pay for said water and/or sewer service at the rates established by the Lee County Utilities Division and within the time periods delineated in the Lee County Utilities Operations Manual.
- I hereby agree to abide by the rules and regulations applicable to said water and/or sewer service as delineated in the Lee County Utilities Operations Manual.
- To cover the costs of obtaining the initial meter read and establishing the billing and accounting records, an **initial** (non-refundable) **service fee** will be charged to your first bill.
- I will make sure that **ALL WATER FIXTURES ARE TURNED OFF BOTH INSIDE AND OUTSIDE OF THE HOME OR BUILDING** before the above service turn-on date. **I understand that, if a second trip is required because the water was running when originally turned on, a trip charge will be billed to me. Please initial _____.**

Customer Signature _____ Date _____

Authorized Agent Signature _____ Date _____ Agent Title _____ Agent Name (please print) _____

IMPORTANT PUBLIC RECORDS NOTICE:

Because Lee County Utilities is subject to Florida's Public Records law, your account information is subject to disclosure to the public. You may be entitled to have this information exempted from public disclosure if you have a legal basis to support it (i.e. a victim of a crime, law enforcement or probation officers, certified firefighters, justices of court, child advocacy personnel, certain government officials, code enforcement officers and human resource personnel). I qualify for an exemption Yes No (If No, Please Initial)

If yes, please provide the basis for the exemption: _____

NOTE: In the event of a Public Records request, you may be asked to confirm whether the basis for your exemption applies.

OFFICE USE ONLY

Account Number: _____ Deposit Amount: _____ Check or Auth No. _____ Date: _____

Security Deposits

At the time of sign-up, customers may be required to pay a security deposit for water and/or sewer service. The deposits earn annual interest, which is credited to the customer's account in September or at the time the account closes.

Credits/Refunds

Customer deposits will be credited to the customer's account for all account types both residential and commercial that has met all of the following:

1. The customer has had twenty-three (23) months of continuous service.
2. The customer has not provided LCU with a dishonored payment.
3. The customer has not had more than two (2) late payments.
4. The customer's service was not disconnected for non-payment.
5. The customer has not illegally tampered with their water meter.

If a customer terminates service before 23 months of continuous service has lapsed, the security deposit(s) will be applied as a credit to the their final bill. Any remaining credit balance will be refunded to the customer. Requests to issue County Warrants (refunds) must be verified and checks issued via the Lee County Finance Department. The processing time for deposit refunds can take between 2-4 weeks from regular billing date. No LCU employee, or other County employee, or contract operator for LCU, has authorization to directly disburse funds to the customer. LCU and its employees shall strictly adhere to disbursement transactions which are legal and proper, and in full compliance with all appropriate policies and procedures as established by LCU.

Any refund less than \$5 will not be returned to the customer, unless a written request has been submitted by the customer.

Waiving Deposits

Deposits may be waived for single-family residential accounts (only) if the customer can provide one of the following:

1. You have had an established account with LCU within the last two years meeting ALL of the following conditions:
 - The services provided by LCU was for 12 consecutive months.
 - During these months, service was not disconnected for a delinquent unpaid balance.
 - The account has had less than two late charges posted to it for past due balances.
2. The customer can provide a letter of reference from their previous utility provider (gas, water, electric) confirming that services were provided within the last two years AND that their account has had a good payment history within the last 12 months of service.
3. The customer enrolls in both LCU's monthly autopay program and paperless billing programs. The customer will be allowed twenty (30) calendar days from the start of their new account to subscribe to LCU's autopay and paperless billing or a guarantee deposit shall be billed to the customer for each service address.

IMPORTANT: Although deposits may be waived during the initial application process, deposits may be billed to the customer account at a later time if their utility account becomes delinquent.

Residential & Commercial Deposit Fees

RESIDENTIAL ACCOUNTS		
Meter Size	Water Deposit	Sewer Deposit
Single-Family	\$60	\$95
Multi-Family	\$48 X Units	\$76 X Units
Recreational Vehicles	\$24 X Units	\$38 X Units

COMMERCIAL ACCOUNTS		
Meter Size	Water Deposit	Sewer Deposit
5/8"	\$60	\$95
3/4"	\$90	\$142.50
1"	\$150	\$237.50
1.5"	\$300	\$475
2"	\$480	\$760
3"	\$960	\$1,520
4"	\$1,500	\$2,375
6"	\$3,000	\$4,750
8"	\$4,800	\$7,600
10"	\$8,700	\$13,775