

## TOWN OF LADY LAKE UTILITY DEPOSIT POLICIES

The Town of Lady Lake Utility Department has adopted a policy, which requires that certain deposits be made when customers open water/sewer accounts. So that you may understand your rights and obligations under this policy, the Department has prepared this short form listing the Town requirements concerning your deposit.

1. A deposit is required to guarantee any future indebtedness of the customer to the Town for water or sewer service, or both; the deposit may be used at the discretion of the Town to discharge all or any portion of the customer's indebtedness to the Utility.
2. A non-refundable processing fee of \$25 will be charged to cover services to read the meter, turn on the water, to check for leaks, inspect the meter and box to ensure all is in working order before starting the service. There is no fee for turn offs.
3. Upon final discontinuance of service the Utility will refund to the customer the deposit, less any amounts owing to the Utility.
4. The Town of Lady Lake Utility Department shall have the right to discontinue service to any customer for nonpayment of any utility bill, even though there may be a deposit on the account in an amount sufficient to pay the bill.
5. Acceptance of service with the Utility obligates customer to abide by all Town Ordinances and regulations relating to the utility service.
6. Customer acceptance of utility service requires a customer to allow the Utility's agents or employees' access at all times to the Utility's lines and meter. Furthermore, the customer is obligated to keep the utility facilities free from interference by shrubbery, trees, fences, pets, and any other obstructions.
7. All bills issued by the Utility Department to a customer for utility services must be paid within 20 days of the bill date. Any bill not paid within 20 days of the bill date will be assessed a \$10.00 late charge. Also, customer will be subject to discontinuation of service for non-payment as noted on bill. There will be a fee for reconnecting to the Utility system. A reconnect fee is charged on cut off day even if services are not interrupted.
8. The utility is responsible for customer's utility service line from the main line in the public road, right-of-way, or easement up to the meter box. It is the customer's responsibility to maintain the lines between the meter box and the customer's residence or business location. For lines, which have no meter, the Utility's responsibility ceases at the customer's property line.

APPLICANT'S SIGNATURE: \_\_\_\_\_ DATE \_\_\_\_\_

CUSTOMER SERVICE  
REPRESENTATIVE: \_\_\_\_\_