

Customer Information Sheet

We want to let you know about some of the policies that affect you as a customer of the Immokalee Water & Sewer District. When you applied for service, you were asked to produce identification and a security deposit. This is required of each customer, for every account that they have with Immokalee Water & Sewer District. As of this date, you are responsible for payment of all charges incurred at the address and account listed below, whether or not the unit is occupied, until you come in to the office and sign an order to disconnect the service. These charges may consist of water and sewer monthly fixed charges, usage charges, and late fees. It may include costs to repair or replace damaged meters and other equipment, as well as cut off fees, lock fees, tampering fees, or any other such fees as may be approved by the IWSD Board of Commissioners from time to time. Your security deposit # _____ in the amount of \$ _____ will remain in a non-interest bearing account, to be applied to the final bill when your disconnect order is processed. Any amount that is remaining after the security deposit is applied will be due and payable by you at the time the bill is issued. You will not be allowed water and/or sewer service at any other address in the District, until all outstanding charges are paid. If you have another account in your name, we will transfer the outstanding balance to that account. If there is a credit amount remaining, we will mail the refund to the address listed on your disconnect order. This normally takes 3 to 6 weeks.

If you will be coming back to the same address, you may decide to put your account on “vacation” status instead of disconnecting. There is a charge of \$35.00 for this service, which must be paid before you leave. You can have the service restored by notifying us in person, with one days notice, or by mail with five working days notice. IWSD is an equal opportunity provider and employer.

Please call our office if you have any questions at 658-3630.

Name: _____ Date: _____

Account #: _____ Service Address: _____

Customer Signature _____

IWSD Representative Signature: _____

