

RESIDENTIAL SERVICES

A signed utility contract along with picture I.D., signed extension authorization agreement and lease agreement are required to obtain utility services. New home owners are required to provide closing documentation as proof of ownership in lieu of lease agreement.

Residential meter deposit for all utilities provided by the City is \$200. In addition, there are connection fees of \$25/electric, \$15/Water and \$20/Gas. In some areas where only water and sewer or gas are provided the deposit may only be \$100. All deposits and connection fees are due before services are connected.

Services will be connected **by close of the next business day** upon receipt of deposit, fees and required paperwork.

If you or a member of your household requires medical essential services, you must provide the City with a signed, completed Medically Essential Service Customers Statement form along with a letter from your physician stating the medical reason and the duration, if possible. This letter must be updated every 12 months and entitles you to advance notice of any scheduled power outage. It does not prevent disconnection for non-payment. Failure to provide the City with such notice will relieve the City of any responsibility should your utilities be disconnected.

Residential garbage collections are contracted out to WCA Corporation and are provided on a twice-weekly basis.

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|------------------------|---|
| West side of Starke | Monday & Thursday |
| East side of Starke | Tuesdays and Friday |
| Yard Collections | 1 st pickup of scheduled week. |
| Furniture & Appliances | 1 st pickup of scheduled week. |

No outside construction waste will be collected. Please call WCA ahead for special pick up at (800) 535-9533.

COMMERCIAL SERVICES

A complete and signed contract along with picture I.D. is required to obtain utility services. Minimum commercial deposit of \$300 is required for a new business or a 12 month average multiplied by 2 of the previous annual billing, or estimated usage on a new building, whichever is greater.

In addition, there are connection fees of \$25/electric, \$15/Water and \$20/Gas.

All deposits and connection fees are due and payable before service is connected.

Services will be connected **by close of business within 48 hours** upon receipt of deposit, fees and required paperwork.

Commercial garbage is contracted out to WCA Corporation. Customers must schedule size (cans, dumpster, etc.) and frequency of collections with our customer service office. Special arrangements may be made, if necessary, with WCA Corporation for collection of large items at (904) 964-4181.

CLOSING YOUR ACCOUNT

To close a residential or commercial account, the meter card must be signed and a picture ID, forwarding address, and telephone number must be provided. This can be given in person, via facsimile, or U.S. Mail. **YOU CANNOT CANCEL YOUR SERVICE BY PHONE.**

The account deposit will be applied to your final bill and the difference, if any, will be refunded. A final bill will be mailed to your forwarding address if an outstanding balance is due after deposit is applied. Final bills must be paid in full or will be sent to collection.



CITY OF STARKE

“Customer Service Guide”

CITY HALL

209 N. Thompson Street
P.O. Drawer C
Starke, Florida 32091

Phone: (904) 964-5027

Fax: (904) 964-3998

Hours of Service

Monday Thru Friday

8:00 AM to 5:00 PM

Emergency Service

After 5:00 PM & Holidays
904) 966-6161



The City of Starke provides electricity, natural gas, water, sewer, and garbage collection services.

In order to provide service, the City **MUST HAVE ACCESS TO THE METERS AND THE HOUSE NUMBER SHOULD BE VISIBLE FROM THE ROAD.**

In accordance with City Ordinances, and pursuant to State of Florida Fire and Safety Code 101, *it is illegal to block, fence or deny access to these meters.* This includes having a dog in the fenced area of the meter, locked gates, and parking a vehicle over a water meter. Failure to comply with these ordinances and codes may result in your services being disconnected with a charge.

The City requests you be present at the time you schedule your utilities to be turned on to prevent fires or water damage.

You must make an appointment to have the gas service connected. The City inspects your lines and lights the pilots inside your home.

We do not connect appliances.

Reading the meters varies due to the time element involved, however, the City attempts to read your meter within 3 days of the same date each month. The electric, water and gas meters that service your account are property of the City of Starke.

Utility bills are mailed to customers no later than the 1st of the month.

A late fee of \$5.00 will be assessed on any unpaid balance not paid in full by the **close of business on the 21st of the month.**

Any bill not paid in full by the **close of business on the 28th of the month** shall be considered delinquent and eligible for service disconnection.

The City Commission allows 2 extensions per year on your utility bill. **Extension arrangements MUST be made prior to the 28th of the month.**

ALL CUSTOMERS WHO HAVE NOT PAID THEIR UTILITY BILL BY THE 29TH DAY OF THE MONTH ARE SUBJECT TO THEIR UTILITY SERVICES BEING CUT OFF WITHOUT ADDITIONAL NOTICE.

When transferring service from one location to another, any existing balance must be paid in full along with connection fees at the new location. Your existing deposit will transfer to your new address.

BEFORE YOU START TO DIG on your property, come to City Hall to obtain line locations and proper permits needed on how to proceed to avoid interruption of services.

RETURN CHECK POLICY AND FEES

Checks issued for \$300 and under are charged a service charge of \$30 in addition to the amount of the check.

Checks issued for amounts over \$300 are charged \$30 plus 5% on the amount over \$300 in addition to the amount of the check.

Payment for returned checks must be received within 48 hours of notification from the city, your check has been returned by your bank for nonpayment.

If payment for a returned check is not made within 48 hours, your service is subject to disconnection at 8:00 AM the following morning without further notice.

DISCONNECT FEES

If your service is disconnected, a reconnect fee of \$15 for each service is required. (i.e. \$15/electric, \$15/ gas, \$15/water)

For example, if your electric and water are disconnected, you must pay your bill and the connections fees. An additional fee of \$45 will be charged for after-hours reconnection, as well as your normal connection fees.

Should you have any questions concerning your metered services, solid waste collection, or a Code Enforcement inquiry, please call City Hall at (904) 964-5027.

**OUR OFFICE IS HERE TO SERVE YOU.
IF YOU HAVE ANY QUESTIONS, PLEASE CALL.**

Sincerely,
Ricky Thompson, City Clerk