



Town of Noma

Phone: 850-768-4632

Email: NomaTownHall@outlook.com

Address: 3467 Skipper Avenue, Bonifay, FL 32425

Website: NomaFL.com

# New Utility Service Application

## Service Information

Address for Service	
Services <input type="checkbox"/> Water <input type="checkbox"/> Sewer	Requested Start Date

Occupancy Type <input type="checkbox"/> Owner Occupied <input type="checkbox"/> Tenant Occupied	Property Owner / Landlord Name
Owner Phone	Owner Email

## Applicant Information

Name		You are the <input type="checkbox"/> Owner/Landlord <input type="checkbox"/> Renter <input type="checkbox"/> Contractor	
Phone	Phone	Email	
Mailing Address (if different from service address)			
City	State	Zip	
Emergency Contact	Emergency Phone	Relationship	

## Identification Information

- Government-issued photo ID provided
- Proof of ownership or lease provided

Employer		Work Phone
Social Security # Last 4 Digits	Date of Birth	Driver's License #

## Non-Discrimination Statement

The Town of Noma complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity)



**Utility Service Agreement**

By signing below, I certify that I am authorized to request utility service for the property listed above and agree to be the legally responsible party for all utility charges associated with this account until written notice to terminate service is received by the Town of Noma.

I acknowledge that I have received or have access to the Town of Noma Utility Policies, Rates, and Fee Schedule and agree to comply with all applicable rules, payment schedules, and requirements.

I understand and agree that:

1. Utility bills are due according to the Town’s established billing schedule. Failure to pay may result in late fees, disconnection of service, and additional charges as authorized by Town ordinance.
2. The Town may pursue collection of delinquent accounts, including collection agency fees of up to 33.33% of the unpaid balance, plus attorney’s fees and court costs where applicable.
3. Customer assumes all risk for damages resulting from water service activation, including leaks, open valves, or plumbing defects on private property.
4. Service may be disconnected for nonpayment or violation of utility policies.
5. Information provided may be subject to Florida public records laws except where exempt by statute.

By signing below, I accept responsibility for all charges and agree to the terms above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

OFFICE USE		
Account #	Meter #	
Deposit Amount	Connection Fee	Date of Payment
Form of Payment	Receipt #	Clerk Signature
Service Activated By	Start Reading	



# Rates & Policies

## Monthly Utility Rates

The Town of Noma uses a flat-rate billing system. Monthly charges do not vary based on usage.

- Water Service: \$30.00 per month
- Wastewater (Sewer) Service: \$45.00 per month

Bills are issued at the beginning of each month and cover the previous month's service. Failure to receive a bill does not relieve the customer of responsibility for payment.

## Billing Schedule & Due Dates

- Bills Mailed: 1st of each month
- Payment Due: 15th of each month
- Late Fee: \$10.00 applied after the 15th
- Returned Check Fee: \$30.00

Accounts with an unpaid balance may be subject to disconnection beginning on the 25th of the month.

## New Service & Deposits

To start service, customers must complete a utility application and provide valid photo identification.

### **Required Fees:**

- Water Deposit: \$150.00 (refundable after final bill is paid)
- Wastewater-Only Service: No deposit required
- Connection Fee: \$750.00 base fee for new connections  
*(May be adjusted based on installation costs.)*

## Disconnection & Reconnection

Service may be disconnected for:

- Non-payment of utility bills
- Meter or equipment damage
- Tampering with Town-owned equipment
- Activities causing undue strain on the utility system

**Final notices** are delivered by the 24th prior to shutoff.

To restore service:

- All past-due balances must be paid
- \$35.00 disconnection fee required

Unauthorized reconnection or tampering may result in criminal charges and possible permanent capping of service.

## Termination of Service & Final Billing

Customers moving or ending service must notify the Town Clerk. When service is terminated:

- A final bill will be issued
- Deposit applied to remaining balance
- Any refund will be mailed to the forwarding address (approximately six weeks)

## Customer Responsibilities

Customers are responsible for:

- Plumbing and water lines on the customer side of the meter
- Requesting temporary shutoff if a leak occurs
- Keeping meter boxes clear and accessible
- Avoiding any tampering with Town equipment

Damage or issues involving Town equipment should be reported immediately.

## Service Interruptions & Emergency Notices

During planned or emergency outages, updates may be provided through:

- Town Hall postings
- Town website and social media
- Direct delivery of Boil Water Notices when required

The Town will work promptly to restore service.

## Questions, Complaints & Appeals

Customers with questions or concerns should contact the Town Clerk first.

If a matter cannot be resolved, customers may submit a written request to appeal to the Noma Town Council, which reviews utility disputes on a case-by-case basis.

## Customer Acknowledgment

I acknowledge that I have received the Town of Noma Utility Rates & Policies and understand that utility service is provided subject to these policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date