



QUALITY PROPERTY MANAGEMENT

THE JANDER GROUP, INC.

PROPERTY OWNER

UTILITY SERVICES

TURN-ON AND TRANSFER

INFORMATION

Property Owner

Utility Service Accounts Information Transfer or Establish Service

Important Things to Know

- Several years ago, The Fair and Accurate Credit Transaction Act was tightened after the rise in identity theft. Since then, it is no longer possible for The Jander Group to open utility accounts on behalf of owners. We regret that we must now ask owners to personally handle the initial utility setup.
- However, The Jander Group will be happy to assist in this process in any way we can. If you would like us to send the utility account initial setup deposit (if required) or proof of ownership as shown on the county's property appraiser's web site, we will gladly complete these tasks for you.
- The Jander Group will also handle prompt payment of your utility accounts if you have the utility invoices mailed to:

The Jander Group, Inc.
1440 Howell Branch Road
Winter Park, Florida 32789

- If you elect to have utility invoices sent to our office for payment, please make very sure that the utility company uses our Greater Orlando Main Office address (listed directly above) for billing and **NOT** the service address. If invoices are sent to the property address, The Jander Group will not be able to make payment for you. **This is very important.**
- Please view the pages below for the individual utility company's contact information

FLORIDA POWER / ELECTRICITY COMPANIES

Duke Energy

(407) 629-1010

<https://www.duke-energy.com/>

Owners may apply on line. Two forms of ID are required. The deposit is determined by the average power usage over the last 12 months, but Duke will do a credit check and waive a deposit with proven good credit. Duke will allow owners to add an authorized person on the account once the account is opened.

Florida Power and Light

(800) 226-3545

<https://www.fpl.com/support/contact.html?cid=aliascontact>

Owners may apply on line. A driver's license or passport is required for identification. Credit is determined by power usage, but FPL will run a credit check and waive a deposit with proven good credit. Owners can add an authorized person on the account once the account is opened.

Orlando Utilities Commission

(407) 423-9018

<http://www.ouc.com/residential>

Owners may apply on line. Deposit will be determined after credit check is run. OUC offers an option where an authorized user may be added to the account after the account is opened.

FLORIDA WATER COMPANIES

City of Altamonte Springs

(407) 571-8044

<http://www.altamonte.org/>

Owners may apply on line. Special requirements for billing address that differs from the service address, so please ask. There is a \$50 deposit. An authorized user may be added to the account with a notarized request accompanied by a Driver's License.

City of Apopka

(407) 703-1727

<http://www.apopka.net/departments/finance/utility-billing.html>

Owners may apply on line. Deposit is required and ranges between \$20 and \$120, depending upon services. Once account is opened, an authorized user may be added to the account by written instruction from the owner.

City of Casselberry (Closed Fridays)

(407) 262-7700 phone (407) 262-7762 fax

<http://www.casselberry.org/index.aspx?NID=701>

Applications can be downloaded from web site, but must be faxed or mailed to:

Attention: Utilities

P.O. Box 180819

Casselberry, FL 32718-0819

Deposits are required and range from \$50 for water and \$75 for sewer. A Power of Attorney may be required to show The Jander Group has authority to assist with this property. We can provide a copy of your POA if we have it on file.

City of Lake Mary

(407) 585-1448

<http://www.lakemaryfl.com/customer-serviceutility-billing>

Owners may apply on line, but must supply a copy of their Driver's License. There is a \$40 deposit for water and an additional \$40 if sewer service is provided. An authorized person may be added to the account once the account is opened.

City of Longwood

(407) 260-3470, prompt #1

<http://www.longwoodfl.org/content/210/212/482/501/default.aspx>

Owners must call and request an application form be mailed to them. Deposit information will be discussed at this time.

City of Maitland

(407) 539-6265

http://www.itsmymaitland.com/customer_services.aspx

Instructions for opening a new water account are on this web site. Application can be downloaded from site, but owner will need to call The City of Maitland for deposit information. They will also have to provide proof of ownership.

City of Ocoee

(407) 905-3191

<http://www.ocoee.org/146/Utility-Billing>

Owners can download the application form from The City of Ocoee's web site. Application must be mailed with two forms of ID and a \$60 deposit.

City of Oviedo

(407) 971-5537

<http://www.cityofoviedo.net/node/1574>

Owners must call The City of Oviedo for information on opening their water account. Deposits are required and may be put on a credit card.

City of Sanford

(407) 688-5100

<http://www.sanfordfl.gov/index.aspx?page=259>

Owners may print the application for residential water service on the City of Sanford's web site, scan and email it back to them with a copy of your Driver's License and proof of ownership. The City of Sanford will do a credit check to see if the deposit can be waived if the owner requests this credit check. Otherwise, the deposit is \$110.00

City of Winter Park

(407) 599-3220

<https://cityofwinterpark.org/>

Owners must call to open a new account. Deposits are required unless good credit is proven. Please discuss this during the phone call. An authorized user may be added to the account once the owner has opened the new account.

City of Winter Springs

(407) 327-5996

<http://www.winterspringsfl.org/EN/web/find/codes/DocsFormsPubs/43915/ub.htm>

Application may be printed from web site, completed and faxed or emailed back to The City of Winter Springs along with a copy of the owner's driver's license. A \$100 deposit is always required. The owner may designate an authorized user on the application.

Orange County Utilities

(407) 836-5515

<https://utilities.ocfl.net/OCUD/>

Owners may apply on line. 2 forms of ID must be provided and someone from Orange County Utilities will call owner to complete the process. Deposits are \$135, but a credit check can be done to waive this deposit with proven good credit.

Orlando Utilities Commission

(407-423-9018)

<http://www.ouc.com/residential>

Owners may apply on line. Deposit will be determined after credit check is run. OUC offers an option where an authorized user may be added to the account after the account is opened

Pluris

(888)758-7471

<http://www.pluriscompanies.com/customer-service/>

Owners may apply on line and will have to pay a \$40 deposit. Owners can send a notarized letter authorizing someone from The Jander Group to handle matters once the owner has opened the account.

Seminole County Water

(407) 665-2110

<http://www.seminolecountyfl.gov/departments-services/environmental-services/>

Owners may apply on line. You will need to supply a copy of your driver's license, complete the application and provide a deposit which normally ranges between \$45 and \$150. Once you have opened the account, you may authorize The Jander Group as an authorized user on the account to handle matters once the account is opened. This must be done in writing. Please also ask about their automatic reactivation service.

MID SOUTH UTILITY COMPANIES

Memphis Light Gas and Water

(901) 820-7878

<http://www.mlgw.com/residential/requestservice>

Owners may call MLGW or apply for new service online. Deposits can be waived after a credit check proves good credit. If a deposit is needed, it can be billed on the first bill. No one other than a spouse can be added to an account as an authorized user.

Entergy

(800) 368-3749

http://www.entergy-arkansas.com/your_home/default.aspx?_ga=1.258343818.104664548.1447182610

Owners can open accounts online at least 2 business days prior to the date you wish service to begin. You will need to provide your SS number. The \$210 deposit can be waived if a credit check proves good credit. Owners can add an authorized person on the account once account is opened.

Centerpoint Gas

(800) 992-7552

<http://www.centerpointenergy.com/en-us/residential/customer-service/start-stop-transfer-service/start-natural-gas-service?sa=ar>

Owner may apply online or over the phone. SSN and Driver's License will need to be provided and a soft credit check will be done to see if the deposit can be waived. Once the owner has opened the account, The Jander Group can be added as an authorized user.

City of Bartlett Water

(901) 385-5585

Owners must call City of Bartlett Water to open their new account. There will be a \$35 connection fee that can be charged on the first bill.

City of Marion Water (Closed Fridays)

(870) 739-3073

Owners must call to open a new account. There will be a \$105 charge for deposit and fees and this cannot be waived. It can be put on a credit card at a small additional charge or a check can be mailed to City of Marion. The Jander Group can be added as an authorized user on the account once the account is opened by the owner.

Clarkdale Jericho Water

(870) 735-3250

Owner must call and request an application be mailed or emailed to them. A \$75 deposit is required and will be held for the owner so that service can be started during future vacancies without a new application or deposit. A temporary holding account will be opened and held until the owner notifies the company they have sold the property or otherwise wish to completely close this account. An authorized user may be added to the account once it is opened.

West Memphis Utilities

(870) 735-3355

Owners must call to open accounts. They will need to follow up by sending a check for \$120.00 to cover the deposit along with a copy of their SS card and driver's license or any other photo ID. If asked for proof of ownership, owner can ask customer service person to confirm ownership from the property appraiser's web site.