



## ESTABLISHING NEW SERVICE

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To set up a new water account, please call our Customer Service team by phone at **1-833-764-5238** and we will walk you through the process.

- A move-in cannot be scheduled more than 14 calendar days in the future.
- For vacant locations where service is off, a service order can be scheduled for the next business day.
- The City will provide same day service if the request is received by 2pm.
- There is a \$15.00 non-refundable connection fee that is collected with the deposit for move-ins for new customers moving into Arcadia.
  - This fee does not apply when a customer is transferring from one location to another.

### Customer Service

Phone: 1-833-764-5238 – Monday-Friday 8am-5pm

In-Person: 23 N Polk Ave. Arcadia, FL – Monday-Friday 8am-4:30pm

Customer Portal: <https://arcadia.u2you.gwfathom.com>