

CRESSWIND PALM BEACH PRE-CLOSING UTILITY CONTACTS

**TO AVOID POWER AND WATER BEING TURNED OFF
PLEASE MAKE SURE YOU CONTACT THE FOLLOWING UTILITIES AND
HAVE THEM TRANSFERRED INTO YOUR NAME.**

POWER:	FPL CUSTOMER SERVICE	1-800-226-3545
WATER:	SEMINOLE IMPROVEMENT DISTRICT (SID)	561-790-1742
PHONE/CABLE:	AT&T	1-866-299-6824
<i>See attached ordering instructions from AT&T</i>		
GAS:	FLORIDA PUBLIC UTILITIES (FPU)	1-800-427-7712
HOMEOWNERS ASSOCIATION:	LANG MANAGEMENT (Lee Ann Robinson) cresswindpbpm@langmanagement.com	561-247-7590
ALARM SERVICES	HW AUTOMATION	954-322-0136
TRASH:	CITY OF WESTLAKE	561-530-5880 Ext. 7
<i>Tuesday & Friday - Garbage Collection * Tuesday - Recycling * Friday - Vegetation and Bulk Items</i>		
For more information, visit https://www.westlakegov.com/solidwaste		

In an effort to assist with the transition into your new home, it is our pleasure to provide this contact list to you. We make every effort to keep the contacts and phone numbers up to date, as well as making changes immediately upon notification. Occasionally there may be a delay or overlap from the time your closing notice was printed, to when an update was implemented.

We are pleased to assist, should you experience any problems when calling to establish your account.

Please contact the individual companies for specific details regarding deposit requirements

Cresswind at Westlake

Bulk AT&T Services

Step 1

Choose your AT&T package

- AT&T Bulk Services Internet 100 are provided through [Cresswind at Westlake](#)
- Determine which products you want to add to your package - upgrades will be billed directly to you on a monthly basis by AT&T

Step 2

Place your order

- Call 866.299.6824 - you **MUST** call this number to place your order for both the standard package and/or upgrades
- Advise the AT&T sales representative you are a Bulk Customer at [Cresswind at Westlake](#)
- Make a note of your installation date & billing account number, or BAN#. *(You will need your BAN# to reference your account later)*

Step 3

Installation Date

- A decision maker, age 18 or older, must be present for the duration of the installation - service will not be installed unless a decision maker is home
- Call 866.299.6824 if you need to change your installation date *(Installation may take up to 6 hours)*
- Active DSL lines will be disconnected
- Make a note of your account passcode at time of installation
- Check all services to ensure they are working **BEFORE** the technician leaves

Step 4

Bulk Services

- Provided through [Cresswind at Westlake](#)

AT&T Bill-Upgrades

- Any upgrades over the Bulk Services will be billed separately to you on your monthly AT&T bill
- The rate billed will be the retail pricing difference from your bulk package and the upgrades you have selected

NOTE: You cannot include any payments to [Cresswind at Westlake](#) for the bulk services with your AT&T bill payment, and you cannot include your AT&T bill payment with any payments to [Cresswind at Westlake](#)

Step 5

Billing Questions

- Call 866.299.6824 for billing questions - **do not call the number on your bill**
- Have your account number ready to give to the representative

Limited availability in select areas. May not be available in your area. Go to www.att.com to see if you qualify.

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