



from the City of Stratford

Utility Service Agreement

Service Address: _____

Full Name: _____ Phone #: _____

Mailing Address: _____

Date of Birth: ___/___/___ D.L. #: _____ SS #: _____

Employer: _____ Phone #: _____

Spouses Full Name: _____ Phone #: _____

Date of Birth: ___/___/___ D.L. #: _____ SS #: _____

Emergency Contact Name: _____ Phone #: _____

Please list your last utility service address: _____

City: _____ State: _____

I, the undersigned, do hereby certify that the information provided above is true and correct.

Customer Signature _____ Date _____

Spouse Signature _____ Date _____

Attending Clerk _____ Date _____



from the City of Stratford

(CUSTOMER COPY)

The (tenant/customer) applies to City of Stratford for water, sewer, and garbage services (utility services). Acceptance of this application by the City for supplying these services, the customer agrees to the following:

- **Security Deposit** – The City of Stratford requires a security deposit from customer(s)/tenant(s). Security deposit is set by council and displayed in the fee schedule. No service shall be started without the security deposit paid in full.
- **Payment for Utility Services** – The utility bills are due by the last day of each month and become delinquent after that date. A penalty of ten percent (10%) will be added to all delinquent utility bills.
- **Termination for Nonpayment** – The City will terminate utility service for nonpayment after notices have been mailed stating the City's intent to discontinue utility services. Utility services shall not be restored until all delinquencies and reconnection fees are paid in full. The City shall not be responsible for injury or damage resulting from such termination. Termination of service performed on the second Monday of each month. Termination will occur only after the account is determined to be delinquent.
- **Reconnection Fees** – Residential reconnection fees, which are established by City policy, shall be paid before reconnection is made to City utility service. Reconnection fees are to be paid in cash. Reconnection fees after hours and on weekends reflect an increased cost.
- **Tenant/Customer Responsibilities** –
 1. The tenant/customer agrees to pay for utility services, as detailed in City policy, at the applicable rates, which may be lawfully changed from time to time.
 2. The tenant/customer agrees to permit the City, its agents or employees, to enter the above-described premises at all reasonable times for purposes connected with the services covered under this agreement.
 3. The tenant/customer agrees to notify the City at least one week in advance of planned termination of service.
 4. The tenant/customer agrees to make certain that there are no barriers or animals which would prevent reasonable access to the meters and equipment.
 5. The tenant/customer agrees to pay any damage to the meters or other equipment excepting normal wear.
 6. The tenant/customer agrees to pay reasonable expenses of collection, including attorneys' fees and court costs, should it become necessary to collect the charges made to the customer's account.
 7. The tenant/customer shall take and use services in such a manner so as not to cause disturbance or fluctuation on the City supply system. The tenant/customer shall take remedial measures at his own expense by way of installing suitable apparatus as may be necessary to reduce any disturbance, fluctuations, or interference to a level deemed tolerable by the City.
- **City Responsibility** – The City agrees to use reasonable diligence in providing a regular and uninterrupted supply of water and sewer service, but does not guarantee a constant service, and will not be liable for damages to the customer by reason of any failure in respect thereof. The City is not responsible for losses that are acts of nature (wind, rain, snow, hail, earthquake, tornado, flood, lightning, extreme heat, ice, animals, etc.). Also, acts of terrorism, vandalism, or acts of war are not the responsibility of the City.