AGREEMENT FOR UTILITY SERVICE

FOR OFFICE USE ONLY		
Account #	**Turn-On/Start Date:**	☐Water, Sewer, Electric, & Trash ☐Water, Sewer, & Electric ☐Water Only (Irrigation, Not Sewered, or Outside City Limits. ☐ Electric Only

Service Request (circle one): START STOP TRANSFER

Applicant: ☐ Property Owner ☐ Tenant ☐ Management Company

Personal Information Required:

Name: ____
(Last, First, MI OR Business Name)
C/O or Person of Contact:____

Social Security Number/Tax ID: ____

Drive License State and Number: ____

*Previous Address: __________________________________ Date to Disconnect: ________________
(*If transferring service to new location*)

Service Address: ___________________________________ City, Zip code ____________________
(Street Address)

Mailing Address: ___________________________________ City, Zip code ____________________
(If different than Service Address)

Telephone Number: ___________________________ Alternate Phone Number: ________________

Email Address: ____

I have read and agree to the terms and conditions. I further understand that applications will not be processed without appropriate identification, documentation and payment. I understand that I am responsible for water/sewer and/or trash service until the account is closed. I agree to ensure that someone will be on the property to check for leakages at the time of turn-on. **Once the application is processed; it may take up to 2 working days to restore water service.**

Signature: ______________________________________ Date: ____________________________

Terms & Conditions

These terms and conditions are provided for your benefit to communicate City of Avoca's Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all the conditions listed in this document.

Deposit: A deposit for is required for all accounts. The deposit for full services is $200.00, but may be less for less service. Owner-occupied properties will have the deposit returned or applied to the current bill following one-year full of good credit at the election of the account holder. Lessee accounts will have the deposit applied to the final bill following termination of service and any remainder will be refunded to the account holder at the forwarding address provided after the final billing has occurred.

Billing Cycle and Payment Terms: Bills are issued monthly. Due dates are not adjustable. Payments are due on the 15th day of each month. Failure to receive a bill does not exempt penalties or disconnection for non-payment. We are not responsible for late remittances made through the mail service or for payments lost in the drop box. Any account requiring the city to lien fees to a property will be charged a $75.00 administrative fee.

Water Leaks Policy: If a water leak is found on the customer's side of the water stop-box, it is the customer's responsibility to have the leak repaired immediately. A leak adjustment *may be granted after* evidence and confirmation of repairs are made.

Late Penalty: A late penalty of 10% will be added to your current bill amount, if the bill is not paid by 4:00 p.m. on the 15th of each month.

Terminate Service: Only an accountholder listed on an account can terminate service. Verification of personal identifying information will be required. Termination of service will be disconnected the next two working days or at a later specified date, excluding weekends and holidays.

Returned Payments: Returned payments will be charged a $30.00. Unpaid returned payments will be subject to disconnection. Checks will no longer be accepted on accounts having two returned payments. Payments will be required in the form of cash, money order, or debit/credit cards.

Disconnect Policy: All accounts holders who fail to pay their bill by the due date will be disconnected. Service will be reconnected after the delinquent balance and fees are paid in full. A delinquent customer may avoid disconnection by paying at least seventy-five (75%) of the outstanding bill. A delinquent customer may not avoid disconnection by utilizing this alternative payment arrangement in consecutive monthly billing periods. If a delinquent customer has been disconnected, the customer may only be reconnected by paying one-hundred percent (100%) of all outstanding charges and fees. Water service may also be shut-off for violations of the City Code or for water leaks. Payment arrangements will be made in accordance with the rules of the Iowa Utilities Board for regulated utilities.

Additional Fees/Service Fee:

Door-Hanger Later Reminder	$15.00
Business House Reconnection Fee	$15.00
After-Hours Reconnection Fee	$50.00
Meter Removal/Change-out	$200.00
Tampering Charges	$200.00

Payment Methods: The City will accept payments through recurring ACH, recurring or one-time credit card payments, through the payment box at City Hall (24-hour access), or during business hours at City Hall. City Hall hours are 9:00-11:30 am and 1:30 to 4:00 pm M-F, excluding holidays.

Privacy Statement: The City requires each customer to provide personal information, including social security numbers and state identification number, on our application for service. In addition, a customer may provide other forms of personal information, including credit card numbers and bank account numbers for our voluntary payment methods. All personal information provided to the City is solely for administration and collection and is only used by city employees and any debt collection agents working on behalf of the City. All information is securely stored. Information relating to the identity of an account holder, amount of utility usage and billing, and account history will be made available to third-parties if a formal public records request is made. Social security numbers and state identification numbers are confidential and will never be provided to third-parties.

Landlord Policy: The City requires that Landlords satisfy all outstanding debts to the utility on behalf of their tenants to the fullest extent of law.