



## AGREEMENT FOR UTILITY SERVICE

| FOR OFFICE USE ONLY |                     |   |
|---------------------|---------------------|---|
| Account #           | Turn-On/Start Date: | <input type="checkbox"/> Water, Sewer, Storm, & Trash<br><input type="checkbox"/> Water, Sewer, & Storm<br><input type="checkbox"/> Water Only (Irrigation, Not Sewered, or Outside City Limits.<br><input type="checkbox"/> Storm Only |

Applicant: ☐ Property Owner ☐ Tenant ☐ Management Company

Name: \_\_\_\_\_  
(Last, First, MI OR Business Name)

Authorized Persons on account: \_\_\_\_\_

Social Security Number/Tax ID: \_\_\_\_\_

Driver/State License and Number: \_\_\_\_\_

Service Address: \_\_\_\_\_ City, Zip code \_\_\_\_\_  
(Street Address)

Mailing Address: \_\_\_\_\_ City, Zip code \_\_\_\_\_  
(If different than Service Address)

Telephone Number: \_\_\_\_\_ Alternate Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Commercial \_\_\_\_\_ Residential \_\_\_\_\_ Number of persons who live here: 1 2 3 4 5 6 or more

If Residential, List the Names of All Other Persons Residing in the Unit: \_\_\_\_\_

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**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, unless the law provides otherwise. **In addition, I understand that I am responsible for ensuring that I am not being billed for a service that I am not using and that the Utility Board will make any corrections necessary within 12 months from the date of application for service.** 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 is required for all accounts. The deposit is applied to delinquent bills when service ends. 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. Owners of rental property will have any remaining deposits returned upon sale of property. Owners, lessors, and lessees all must have a full deposit on file per the terms above.

**Billing Cycle and Payment Terms:** Bills are issued monthly. Due dates are not adjustable. Payments are due on the 15<sup>th</sup> 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. A late penalty of 10% will be added to your current bill amount if the bill is not paid by the end of day on the 15<sup>th</sup> of each month. The city will charge an administrative fee for processing liens. Customers will not be given service at a new location until all past due bills at other addresses are paid.

**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.

**Terminate Service:** Only the 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 fee. Unpaid returned payments will be subject to disconnection. Checks/debit/credit cards will no longer be accepted on accounts having two returned payments. Payments will be required in the form of cash or money order.

**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.

### Additional Fees/Service Fee:

|                                 |   |
|---------------------------------|---|
| Door-Hanger Later Reminder      | \$25.00                                   |
| Business House Reconnection Fee | \$30.00                                   |
| Meter Removal/Change-out        | MeterCost + PW Hourly Rate (1 hr minimum) |
| Service Call/Investigation      | PW Hourly rate (1 hr minimum)             |

**Payment Methods:** The City will accept payments through recurring ACH, online payment system located on our website, through the payment box at City Hall (24-hour access) provide name, address and account number(s) for proper credit, or during business hours at City Hall. City Hall hours are 9:00 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 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.