



## How to Set Up Service

Based on the category that you fit in below, you will need to provide the following items to the Utility Services Division to begin new service.

**NEW PROPERTY OWNERS:** Along with the **APPLICATION FOR UTILITY SERVICE**, please provide:

- Copy of the Settlement Statement\*\*.
- Valid Government Issued picture identification.
- Full payment of ANY past due balance(s) in owner's name.

\*\*In lieu of settlement statement; Deeds (e.g., Foreclosure, Security and Warranty) may be submitted; however, the document **MUST** be recorded by the court.

**EXISTING PROPERTY OWNERS:** Along with the **APPLICATION FOR UTILITY SERVICE**, please provide:

- SSN identity verification is required.
- Full payment of ALL past due balance(s) in existing property owner's name.

**TENANTS:** Along with the **APPLICATION FOR UTILITY SERVICE**, please provide:

- First page of lease, which includes owner/tenant information and dates of lease;
- Signature page of lease, which includes signatures of both parties on lease;
- Valid Government Issued picture identification.
- Deposit starting at \$100.00 (based on meter size).
- Full payment of ALL past due balance(s) in leaseholder(s) name.

**MANAGEMENT COMPANY:** Along with the **APPLICATION FOR UTILITY SERVICE**, please provide:

- Management Agreement, which includes owner information and dates of contract, and signatures of both parties on the agreement.

**REAL ESTATE PROFESSIONALS:** Along with the **APPLICATION FOR UTILITY SERVICE**, please provide:

- Listing Agreement **OR** Proof of Assignment; which should have the property address, the realty company name, and the real estate professional name that is applying for service.

### DEPOSIT FEES

METER SIZE	AMOUNT
1. 5/8"	\$100
2. 1"	\$115
3. 1 1/2"	\$130
4. 2"	\$145
5. 3"	\$160
6. 4"	\$175
7. 6"	\$190
8. 8"	\$205
9. 10"	\$220
10. Fire hydrant	\$1,000
11. Customer with history of delinquency or theft of services	Additional \$250

## Due Dates and Service Fees

Utility bills are generally issued bi-monthly and payment is due in full on or before the due date. Refer to the [Customer Bill Schedule](#) for tentative bill dates. Late fees may be assessed if payments are received after the due date. Delinquent Reminder notices are issued for any account with an outstanding balance. All reminder notices have a final date to pay before an administrative processing fee is charged and an order is issued to disconnect service. Failure to receive a bill does not relieve the obligation to pay the bill or any late or service fees associated with delinquency.

**Billing Cycle:** Bills are issued on a bi-monthly basis. The billing date is determined by your location within our service area. Due dates are not adjustable.

**Payment Terms:** Payments are due within 20 days of the bill date. 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.

**Late Penalty:** A late penalty of \$5.00 or 10% (whichever is greater) will be added to your current bill amount, if bill is not paid by 5:00 p.m. on the 10<sup>th</sup> day following the due date.

**Administrative Processing Fee:** Any account not paid in full within 17 days of the original due date will be charged a \$50.00 administrative processing fee.

**Disconnect Policy:** All accounts billed an administrative processing fee will be subject for disconnection. Service will be reconnected after the delinquent balance and fees are paid in full.

**Reinstated Service:** Accounts with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and/or service fees.