

# City of Sutherland

409 Ash St.

P.O. Box 8,

Sutherland, IA 51058

## APPLICATION FOR UTILITY SERVICES

DATE: \_\_\_\_\_ DATE OF REQUESTED CONNECTION: \_\_\_\_\_

(Please allow at least 24 hours for connection of service)

NAME(s) as to appear on Account: \_\_\_\_\_

YOUR SS#: \_\_\_\_\_ SPOUSE'S SS#: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_ SPOUSE'S DATE OF BIRTH: \_\_\_\_\_

ADDRESS OF SERVICE: \_\_\_\_\_ BILLING ADDRESS: \_\_\_\_\_

HOME NUMBER: \_\_\_\_\_ CELL NUMBER: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_

EMPLOYER'S ADDRESS: \_\_\_\_\_ PHONE #: \_\_\_\_\_

OWNER OF PROPERTY: (leave blank if you are the owner) \_\_\_\_\_

ADDRESS OF OWNER: \_\_\_\_\_

If you bank with Security State Bank in Sutherland, do you want automatic withdrawals?  YES  NO

A one hundred fifty dollar deposit (\$150.00) is required for all service connections. The City will hold the deposit for two years at which time it will be returned to the customer or applied to the next billing, provided that the account has been on a current basis at all times. If the customer should no longer need the services before the two year time period, the deposit will be returned after all amounts due are accounted for. The billing for the water, sewer, and garbage collection fees is on a quarterly basis (January, April, July, & October). All bills are due by the 10<sup>th</sup> of the month. If the 10<sup>th</sup> falls on a weekend, the payment is due by noon the next business day following the 10<sup>th</sup>. WE ARE NOT RESPONSIBLE FOR THE U.S. MAIL DELIVERY. FAILURE TO RECEIVE BILL DOES NOT EXCUSE PAYMENT. A 10% penalty is assessed to all the past due accounts. Service will be disconnected if the account is not paid in full by the 20<sup>th</sup> of the said month. A twenty-five dollar (\$25) fee will be charged for delivery of a shut-off notice. A fifty dollar (\$50) reconnect fee will be charged for all disconnected services. Upon termination of services you will have 30 days to pay final bill. If payment is not received in full upon the end of the 30 days you will receive notification that within 10 days your account will be turned over to the State of Iowa's Offset Program for collection.

### CUSTOMER RIGHTS & RESPONSIBILITIES TO AVOID SHUTOFF OF WATER SERVICE FOR NONPAYMENT

1. **What can I do if I receive a notice from the utility that my service will be shut off because I have a past due bill?**
  - a. Pay the bill in full; or
  - b. Enter in to a reasonable payment plan with the City of Sutherland; (a missed payment will void the payment plan) or
  - c. Tell the utility if you think that part of the amount shown on the bill is wrong. However, you must still pay the part of the bill that you agree you owe.
2. **When can the utility shut off my utility service because I have not paid my bill?**
  - a. The utility can shut off service between the hours of 8 a.m. and 4:30 p.m., Monday through Friday.
  - b. The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.
  - c. The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount and make at least 1 payment when entering the payment plan and make all agreed on payments on time.
  - d. The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill you agree is correct.

\_\_\_\_\_  
SIGNATURE OF CUSTOMER

Payment type \_\_\_\_\_ Date Paid \_\_\_\_\_ City Signature \_\_\_\_\_

For State census information:

List full name of all adults living in the household

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

List full name and birthdates of all minors living in the household

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_