

APPLICATION FOR WATER SERVICE



Date _____

Name _____ Social Security Number _____

Service Address _____ Mailing Address _____

City, State _____ City, State _____

Description of Property _____ Owner's Name _____

Phone Number Home _____ Work _____

Employer _____

Address _____ City, State _____

Name of Nearest Relative Not Living With You _____

Relationship _____

Address _____ City, State _____

Rental Property – Inside City	\$200.00 Deposit	+ \$50.00 Service Charge
Rental Property – Outside City	\$200.00 Deposit	+ \$75.00 Service Charge
Homeowner – Inside City	\$150.00 Deposit	+ \$50.00 Service Charge
Homeowner – Outside City	\$150.00 Deposit	+ \$75.00 Service Charge

Our billing cycle is from the 15th through the 15th of each month.

A **\$5.00** penalty will be added to bills paid after the 10th.

The City will discontinue service if payment is not received by the 30th of the month.

If service is disconnected, there will be a reconnect fee of **\$50.00** inside the City & **\$75.00** outside the City.

A fee of **\$30.00** will be imposed on each returned check.

I understand there is a deposit and a non-refundable service charge.

CUSTOMER SIGNATURE

The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in the program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race / national origin of individual applicants on the basis of visual observation or surname. This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law. Complaints of discrimination may be filed with the Secretary of Agriculture, Washington, DC 02050.

- White, not of Hispanic origin Hispanic Black, not of Hispanic origin
- Asian or Pacific Islander American Indian or Alaskan Native

APPLICATION FOR WATER SERVICE



FOR OFFICIAL USE ONLY

Account Number _____

Type of Service: Water Sewer Meter Size _____

Residential Commercial

Inside of City Outside of City

Required Deposit: Homeowner Rental Property

Initial Meter Reading _____

Route _____ Stop _____

Meter ID _____

Collection ID _____

Garbage Service YES NO

of Containers _____

CITY OF WOODBURY UTILITY SERVICE



METER READING

The customer's meters are read monthly, as near as possible to the same date of each meter reading cycle. The water meters are located so that they can be read and maintained with ease.

METER TAMPERING

No person shall in any way use, take, or divert electricity and/or water for private use, unless such persons shall first pay for the privilege. It is the policy of the City of Woodbury to prosecute theft of service to the fullest. This is done to discourage such activity, and to limit the cost of such activity from being passed on to our law-abiding customers and for safety purposes.

METERS

Meters will be furnished by the City of Woodbury and shall remain the property of the City. If a meter is found to be out-of-order, or fails to register properly, the customer will be charged pro-rata at the average rate of consumption as shown on the meter when in order.

All residential water meters shall be set by the appropriate authorized City of Woodbury personnel and shall not be removed or disturbed without prior written permission of the City. The owner shall properly protect the meter from injury or from any other damage and shall be liable for the loss or damage.

BILLS

The customer's bill shows the total amount due, any amount in arrears, the number of units (100 gallons = 1 unit) of water used, present and previous meter reading dates, flat rate, charges for any unmetered services, customer service fee, name, service address, account number, and any applicable state and local taxes.

DUE DATE

The City of Woodbury water customers must pay their bill in full by the 10th of each month to avoid penalty. Customers should understand that the City **does** accept postmark as payment date.

BILLING PERIOD

The City of Woodbury bills monthly for utility services. If all or any portion of the bill is not paid by 4:00 PM on the 10th, will be assessed a late penalty of \$5.00. If the charges are not paid by the 30th of the month by 4:00 PM, the account shall be subject to disconnection for non-payment.

A reconnection fee shall be charged to the account to restore service. **No additional notice will be provided.** While partial payment on delinquent bills may be accepted, partial payment shall not be construed to the delinquent account. Any legal or contracted agency fees incurred by the City of Woodbury associated with the collection of delinquent bills will be the responsibility of the customer. A delinquent bill must be paid **in full** to avoid disconnection.

In cases where utility services have been scheduled for disconnection for non-payment of delinquent bills or any other cause, the City of Woodbury reserves the right not to re-connect the service until all past due utility bills and other delinquent or reconnect charges have been paid.

If service has been disconnected for non-payment, service will be returned on the next business day after payment in full and all applicable fees as described elsewhere are received.



PAYMENTS

Payments can be made in the form of cash, check, money order, or credit/debit card. Payments made using a credit/debit card will be assessed a convenience fee.

Payments can be made in person at City Hall, the drop box, online, over the phone, or by mail.

***NOTE** Payments placed in the drop box will be processed the next business day and are to be made by check or money order only. To ensure accountability for our employees and customers, no cash payments should be placed in the drop box. The City of Woodbury will not be responsible for cash payments placed in the drop box.

The City of Woodbury website now offers an online payment option. Customers who choose to use the online payment option may go online to woodburypayments.com to make direct payments. Convenience Fees will apply.

BILL ADJUSTMENT POLICY

Excessive sewer use caused by a water leak, not the fault of the City of Woodbury may be adjusted by the amount of water in excess of the customer's normal usage. **Sewer Credits will not be granted for negligent use of water and/or undetermined use of water.** An occurrence may entail two consecutive months but no more than two months. The adjustment will be issued upon proof of repair. One adjustment is allowed per twelve months.

Payment plans for customers with high bills due to leaks that are not the fault of the City of Woodbury, are permissible with no penalties added for late fees. The City Clerk must approve payment plans.

Adjustments other than the above must be approved by the Mayor and Council.

A customer is eligible to get one month of sewer charges adjusted to average if the customer has replaced a liner in his/her pool or installed a pool. The customer must provide proof of purchase or repair to be eligible for credit. One adjustment is allowed per twelve months.

A customer is eligible for an adjustment of sewer charges to their monthly average for the previous year for one billing cycle if the customer has laid sod. The customer must provide proof of purchase to be eligible for credit.

COLLECTIONS

If in-house collections efforts prove unsuccessful and the account has reached a ninety (90) day delinquency, then the account will be placed with a collection agency. Collection agencies have special resources to help them locate customers that have moved. Agencies can also affect the credit standing of the debtor. Any legal or contracted agency fees incurred by the City of Woodbury associated with the collection of delinquent bills will be the responsibility of the customer.

Accounts which have been verified and coded as deceased with no assets will be eligible for write off.

ADOPTION AND DISCLAIMER

The Woodbury City Council reserves the right to change the rules and regulations and the rates for use of utility services and miscellaneous charges from time to time, provided however, that such changes shall be effected by the Council during a public meeting.

This Policy has been approved and adopted by the City of Woodbury with implementation in whole or in part, as soon as practical.

The full Customer Service Policy is available at the City Hall Municipal Complex.