

BILL DUE DATE: Utility bills are mailed out monthly, you should receive bills around the first of each month. Payment is due IN HOUSE by the 15th, not post marked.

- There is a drop box located in the entry way of City Hall that is available, 24 hours a day, to drop off payment.

CITY OF CLARION RESIDENTIAL WATER SERVICE AGREEMENT

Customer Name:				MOVE IN DATE:		
Address of Service:	CLARION, IA 50525					
Social Security #: Required	PHONE NUMBER:					
EMAIL ADDRESS:						
Billing Address: (if different than service address)						
Property Owner	YES <input type="checkbox"/> NO <input type="checkbox"/>	Renter	YES <input type="checkbox"/> NO <input type="checkbox"/>	Owner/Landlord:		
Deposit Required at Time of Service:	\$75.00-homeowner	\$100- renter	I	CASH	CHECK #	CREDIT CARD
Names of ALL Adults (18 years or older) living at this residence:						
Number of People living in household:	(City uses this number to monitor consumption usage only)					
Have you previously been a customer of City of Clarion?	<input type="checkbox"/> No <input type="checkbox"/> Yes					
If yes, please provide previous address:						

WE ARE NOT RESPONSIBLE FOR THE U.S. MAIL DELIVERY. FAILURE TO RECEIVE BILL DOES NOT EXCUSE PAYMENT.

INFORMATION REGARDING FEES, DISCONNECTION AND COLLECTION PROCESSES FEES:

Late Fee: \$10.00 (added to bill after the 15th)

Reconnection Fee of water service following disconnection due to nonpayment:

Before 3:30 pm: \$25

After 3:00 p.m.: \$50

Returned Check/ACH: \$30.00

If two or more checks are dishonored within a six-month period, the utility shall require future payments to be by cash or cashier's check.

I hereby apply for water services, for the premises listed above, pursuant to the rules and regulations of the City of Clarion. I agree to pay all bills rendered by the City of Clarion **until I give written notice to the City of Clarion to discontinue** said utility services. The above referenced deposit is intended to guarantee payment of bills as required for water service connection. I understand that this deposit will be applied to my account upon termination of services. If the deposit is less than my final bill, I will pay the balance due. If the deposit is more than my final bill, the City of Clarion will refund the credit balance with the last billing cycle.

Upon termination/disconnection of services you will have 30 days to pay final bill. If payment is not received, in full, at 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 or Wright County Treasurer's office.

ACKNOWLEDGEMENT OF DOCUMENT

Customer Signature:	Date:
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Welcome and thank you for filling out the Water Service Agreement with the City of Clarion.

Few options the City of Clarion offers with utility bill:

- 1) E-bill – we can email you the water bill instead of waiting for it in the mail. **Request form to enroll**
- 2) ACH – The City can withdraw funds from bank account for payment which is transferred on the 5th of each month. **Request form to enroll**
- 3) Credit card payments- We use a company call **ALLPAID**, you can log on to www.allpaid.com and enter PLC Code: a001vp or visit City of Clarion website and go to 'I WANT TO' tab- and pay online, the only down fall to this option is there is a service fee

Each billing period is from the 15th to the 15th of each month, water department reads meters electronically with radio reads. Bills are processed and sent out at the end of each month and are due IN-HOUSE (not mailed) by the 15th. After water meters are read on the 15th we download and check water consumption, you will receive notification if there is unusual or high consumption via email, phone, or United Postal Mail. Once water has gone through the meter it is classified as billable usage and cannot be compensated, please be aware of any leaks, breaks, or faulty plumbing connected to the water account.

SERVLINE PROTECTION PLAN

City of Clarion Water is enrolled in a service program known as ServLine for LEAK PROTECTION (LP), which is automatically added on to water bills monthly. LP is an OPTIONAL service which you can opt OUT of by contacting ServLine or if you would like additional information to contact the company at 515-532-7600.

Water & Sewer Line Protection from foundation to main coverage available upon request from ServLine with monthly additional cost.

FINALIZE BILL

To final out your account, stop into City Hall or visit City of Clarion website, under 'I WANT TO' tab and fill out the Final Form. This provides us with date of disconnection, forwarding address and pertinent information to close out the billing cycle in your name.

In-house use:

WATER ACCOUNT # _____

DATE RECEIVED INHOUSE _____

ACKNOWLEDGEMENT OF DOCUMENT

Customer Signature:

Date: