

**BUSINESS WATER SERVICE AGREEMENT**

**SERVICE START DATE:** \_\_\_\_\_ **\$100 DEPOSIT DUE AT TIME OF SERVICE**

**BUSINESS NAME:** \_\_\_\_\_

**ADDRESS OF SERVICE:** \_\_\_\_\_

**TAX ID#:** \_\_\_\_\_

**BILLING ADDRESS:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**FAX NUMBER:** \_\_\_\_\_

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

**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 15<sup>th</sup>, not post marked.

Each billing period is from the 15<sup>th</sup> to the 15<sup>th</sup> 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 15<sup>th</sup>. After water meters are read on the 15<sup>th</sup> 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.

- In-house payments: drop box located in the entry way of City Hall that is available, 24 hours a day, to drop off payment.
- Credit card payments- We use a company call **ALLPAID**, you can log on to [www.allpaid.com](http://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
- ACH – The City can withdraw funds from bank account for payment which is transferred on the 5<sup>th</sup> of each month. **Request form to enroll**
- E-bill – we can email you the water bill instead of waiting for it in the mail. **Request form to enroll**

Welcome and thank you for filling out the Water Service Agreement with the City of Clarion

PO BOX 266 CLARION IA 50525  
 PHONE: 515-532-2847 FAX: 515-532-2171  
 clarion@clarioniowa.gov

ACKNOWLEDGEMENT OF DOCUMENT	
Customer Signature:	Date:

**INFORMATION REGARDING FEES, DISCONNECTION AND COLLECTION PROCESSES FEES:**

Late Fee: \$10.00 (added to bill after the 15<sup>th</sup>)

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

**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.

**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 \_\_\_\_\_

PAYMENT TYPE: \_\_\_\_\_

**ACKNOWLEDGEMENT OF DOCUMENT**

Customer Signature:

Date: