

Application for Connection of Utilities at the Town of Winamac

Date of Application: _____ Date to Start Service: _____
Primary Billing Name: _____ Service Address: _____
Secondary Name: _____ Billing Address: _____
Contact Telephone #: _____
Primary Social Security #: _____ Secondary Social Security #: _____
Primary Driver's License #: _____ Secondary Driver's License #: _____
Primary Date of Birth: _____ Secondary Date of Birth: _____
Primary Employer: _____ Secondary Employer: _____

Will anyone living in this dwelling be on a form of life support machinery that is powered by electricity? _____

If yes, whom and what type of machinery? _____

NOTE: We will need a letter from the patient's doctor verifying the need for life support/oxygen as soon as possible for our records.

I (we), _____, certify that all information I (we) have provided for this application is true, complete and correct. I (we) have also read and agree to the Town of Winamac payment policy. I (we) also agree that I (we) shall be responsible for any attorney fees, collection costs, court costs and other expenses for fees incurred to collect overdue account balances.

Primary Applicant's Signature Date

Secondary Applicant's Signature Date

Landowner Name: _____ Landowner Telephone Number: _____
Landowner Address: _____

SIGNATURE: _____ Date: _____
Date Service Terminated: _____

For Office Use Only

Customer's first bill should arrive _____. This will be a full / partial bill.

Has a copy of some form of photo ID been obtained? _____ Which form? _____

Has a copy of applicant's Lease/Rental Agreement or closing documents been obtained? _____

Rec #: _____ Electric: \$ _____ / Rec#: _____ Water: \$225.00 Card Typed: _____

TOWN OF WINAMAC BILLING AND COLLECTION POLICY

This policy summary is published to inform you of the required terms of sale and conditions of receiving utility services from the Winamac Municipal Utilities. Awareness of the policy will enable you to protect your own payment history with the Town of Winamac.

I. GENERAL PROCEDURES

Each customer is required to put up a deposit when making application for utility service. The deposit will be applied to the customer's final utility bill. It is the responsibility of the customer to give notification to the TOWN OF WINAMAC when service is no longer desired. The customer is responsible for the utility bill until such notice is given, regardless of whether or not the customer continues to occupy the premises. The TOWN OF WINAMAC is not responsible for lost bills.

All customers must apply in person for all services. No applications will be taken by phone, fax or otherwise. If renting or leasing, you will be required to provide a copy of the rental agreement or lease arrangement. If you own your home, you must provide proof of ownership. Customers will complete Application for Connection of Utilities form, provide two items of identification (preferably driver's license and social security card), will sign work order for service and pay all deposits. Service is usually connected the same day if applied for by 3:30 PM. If water service needs to be connected, we require someone to be at the location at the time of connection to confirm there are no leaks within the residence or facility.

Current deposit rates are listed below.

Schedule of Charges for Meter Deposits

Water Connection	\$ 225.00
Electric Connection with gas service	\$ 275.00
Electric Connection without gas service	\$ 325.00

II. BILLING, EXTENSIONS AND RECONNECTIONS

All meters are scheduled for reading approximately the 21st of every month. Bills from these readings will be processed and mailed on the last working day of every month.

All bills are due by the 15th of the current billing month. If the 15th falls on a holiday or a weekend, bills are due the next business day. Any current amount unpaid after the close of business on the 15th due date will receive the penalties as follows:

Electric and Water: 10% of first \$3.00 – 3% of Balance
Wastewater: 10% of Balance

If the customer feels there has been an error made on the utility bill or otherwise questions or disputes the amount of the bill, the customer should discuss the situation with someone in the Clerk-Treasurer's Office as soon as the bill is received. If the customer wishes to dispute the Water billing, please notify the Clerk-Treasurer by the 5th of the month and the customer **MUST** attend the **next** council meeting held at the Winamac Utility Complex, 623 W. 13th Street, Winamac, on the 2nd Monday of each month at 6:00 p.m.

Late notices will be sent to customers on the 16th of every month. The shut off date VARIES month to month depending on how the days of the week fall. Generally, the shut off date will be scheduled 7-10 days after the billing due date. It is the CUSTOMER'S responsibility to read their delinquent notice. Payments must be received in the Clerk-Treasurer's office no later than 10:00 a.m. on disconnect day and NO extensions will be given. Once disconnected, a \$25 disconnect fee and a \$25 reconnect fee will be applied to your account and MUST be paid before reconnections. (Disconnect and reconnect Fee is due once the list of disconnects is generated, whether you have been disconnected yet or not).

On days when disconnections are being made, the night deposit box will be checked for overnight payments at 7:30 AM. Once the list has been given to the utility workers, full payment of the past due balance and the reconnection fees must be made, even if the customer comes in to pay before the service has been disconnected. Utility workers are not authorized to accept payments.

If utilities are disconnected and payments cannot be made prior to 3:30 PM, then the customer will remain disconnected until the next business day.

A customer with an outstanding balance cannot put services in any other person(s) name to obtain utility services. The outstanding bill *MUST* be paid in full before utility services can be restored.

III. RETURNED CHECK POLICY

If a customer has one check returned to the Town of Winamac, checks will no longer be accepted as payment. Any future payments on utility bills must also be in cash, money order or debit/credit card only.

IV. VOLUNTARY TERMINATION OF UTILITY SERVICES

A customer may request voluntary disconnection of utility services during periods where the premises are vacant. A minimum of one days advance notice of such discontinuance shall be given to the Town. The customer will be charged for services up to the date of discontinuance and shall continue to accrue monthly minimum wastewater charges. Any customer who elects not to disconnect utility services will be charged minimum monthly charges even when utilities are not used.

Forms of payment:

- *Cash*
- *Check*
- *Money Order*
- *Debit/Credit card through www.townofwinamac.com*

The Town of Winamac will not accept payments over the phone. There is a convenience fee of \$3.95 for all debit/credit card payments made online and in the office.

A secured night drop box is located on the east side of the building for after hour payments.

Town of Winamac Municipal Utilities
120 West Main St.
Winamac, IN 46996
(574)946-3451

I(we) understand tht my utility bill is due by the 15th of every month and that penalties are applied on the 16th of every month on all unpaid portions of the utility bill.

I(we) understand the utility bill is mailed on the last business day of every month. It is my responsibility to notify the Town of Winamac should I not receive it. The Town of Winamac is not responsible for the United States Postal Service.

I(we) understand that my bill must be paid in full by disconnect date or my utilities will be shut off for non-payment. Once shut off, a \$25 disconnect fee and a \$25 reconnect fee will be applied to my account and must be paid in full before services can be restored. I also understand that I am responsible for paying this fee if the disconnect orders have been sent out with the electric department regardless of if I have been disconnected yet or not.

It is my(our) responsibility to notify the Town of Winamac when service is no longer desired. I understand that I will continue to be charged for services until I do and will be financially responsible for any billings incurred.

I(we) understand that my deposit will be applied to my final bill but it is my responsibility to pay anything over that amount. If a refund is owed to me, I understand it will be refunded after council approval at their monthly meeting on the 2nd Monday of every month.

Customer Signature

Date

Customer Signature (secondary applicant)

Date