



Utility Customer Setup Application

FOR OFFICE USE ONLY		
<u>Water Reading</u>	<u>Gas Reading</u>	<u>Garbage</u>
<u>Water Endpoint</u>	<u>Gas Serial</u>	<u>Date</u>
<u>Account Number</u>		

Name: _____

(List name as it would appear on bill)

Spouse/Roommate Name: _____

Do you give permission for your spouse/roommate to question your account? ___ Yes ___ No

Physical Address: _____

Mailing Address: _____

Phone Number: _____ Driver's License No.: _____

Cell/Work Phone: _____ Place of Employment: _____

E-mail Address: _____ Check ___ Yes if you would like to receive email updates.

Renting: Yes No

If renting list Landlord's name _____ Contact number: _____

Structure Type: ___ House ___ Mobile Home ___ Office ___ Apartment

Services: ___ Water ___ Sewer ___ Gas ___ Garbage

Deposit Amount: _____ Method of Payment: _____

I understand that if I do not pay my utility bill, I could be sent to collections and additional fees could apply that could affect my credit. The utility bill will be due on the 20th of each month. A late fee of \$5.00 will be applied to your bill after the 20th of each month. As a courtesy after the 20th a disconnect letter will be mailed and approximately one week after the letter is mailed you will be disconnected if the bill is not paid. In the event you are disconnected a \$75.00 fee will be charged along with what is owed on the bill to have your services reconnected.

Utility payments can be made by using cash, check, money order, or credit card. An automatic bank draft form can be filled out for payment to draft out of a checking account on the 8th of every month. Credit cards are accepted by visiting www.cityofscott.org. Monthly Payments can also be mailed, dropped off in the night deposit box located in the drive thru, by a bank's bill payer service, and accepted by a Clerk at City Hall. Utility services cannot be turned on unless someone is at the location. I, the undersigned have read this statement, understand the disconnection/reconnection process and received a summary letter.

Customer Signature / Date

City of Scott Signature / Date

Customer Summary Billing Information

Deposits must be paid by cash or check and a lease must accompany the application. The utility bill will be due on the 20th of each month. A late fee of \$5.00 will be applied to your bill after the 20th of each month.

As a courtesy, after the 20th a disconnect letter will be mailed and approximately one week after the letter is mailed you will be disconnected for non-payment. Do not wait on a late letter to pay the bill. In the event you are disconnected for non-payment a \$75.00 fee will be charged along with what is owed on the bill to have your services reconnected. If disconnected for non-payment, online payments cannot be paid. The customer must come into City Hall to reconnect services by paying the past due bill along with fees. Services will be reconnected by close of the same day payment was paid and someone has to be at residence.

Meters are read around the 10th of every month and monthly utility bills for the previous month will be mailed out on the last day of each month.

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IMPORTANT: Utility services cannot be turned on unless someone is at the location. If a meter is turned back on or tampered with by anyone other than City of Scott Personnel, misdemeanor charges will be filed and prosecuted by the Scott Police Department. **NO EXCEPTIONS!** Also, if an automatic meter is damaged by the customer an invoice will be sent with 30 days to pay to avoid late fees and disconnection of services. If utility bills are not paid please note that you will be sent to collections and additional fees could apply that could affect your credit.

NSF check, credit/debit card, closed account notice and/or an on-line returned payment charge is \$20.00. If a customer has two (2) returned payments, then "Cash or Money Orders" payments will be required from that point on.

If gas has been off a \$50 mercury test will need to be done for gas to be turned on and schedule with City personnel. If the electricity service has been off for 6 months or longer at said residence an electrical permit is needed to reconnect.

It is the responsibility of the resident to inform this office or come in to disconnect utility service upon departure. Garbage cans need to stay at residence upon moving out. After departure, meter deposit refunds are done on a monthly basis. Outstanding balances & current balance incurred will be deducted from meter deposits before the refund is processed.

Stay Connected

Sign up for Alerts! Don't miss out on important alerts such as road closures, sandbag information, and other public announcements.

If you would like to participate ask the clerk for instructions on how to register.

Visit www.cityofscott.org

In the bottom banner enter email address then click submit.

Eye on Water App on your phone allows you to connect to your water utility account to view daily usage along with early leak detection. Download the FREE app then set up username and password. Please note that when prompted for your "Account ID" enter your customer number (5 digits) then location number (8 digits) just like example listed below.

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Office Hours: Monday thru Thursday 7:00 AM to 5:30 PM, Friday 8 AM to 4 PM.