

# APPLICATION FOR WATER SERVICE – 2019

Date to Begin Service: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Maiden Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ Occupation: \_\_\_\_\_

Employer: \_\_\_\_\_

Previous Address: \_\_\_\_\_

Do you: Own Rent Circle One

Landlord's Name: \_\_\_\_\_ Landlord phone: \_\_\_\_\_

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Spouse's Name: \_\_\_\_\_ Maiden Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Driver's License Number: \_\_\_\_\_

Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_

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Business Name : \_\_\_\_\_

Sole Proprietorship \_\_\_\_\_ Corporation \_\_\_\_\_

SS # \_\_\_\_\_ Tax ID / EIN # \_\_\_\_\_

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- Residential customers required to carry trash and recycling services through the City of Peabody.
- Whether you reside in the property of this account or others reside there, the applicant signed below is fully responsible for charges accrued on this account until such said time the applicant personally communicates with the city office to close this account and supply a forwarding address.

Signature of Applicant: \_\_\_\_\_ Date : \_\_\_\_\_

**FOR OFFICE USE ONLY**

\$50 Connection fee \_\_\_\_\_ General Receipt No. \_\_\_\_\_

Trash Service: Small 65 gallon (\$10.34) OR Large 95 gallon (\$10.84) / Plus Recycling Service (\$3.13)

Meter ID No. \_\_\_\_\_ RTE. \_\_\_\_\_ Sequence No. \_\_\_\_\_

Read In \_\_\_\_\_ Previously assigned account number \_\_\_\_\_

# THINGS YOU NEED TO KNOW ABOUT YOUR WATER SERVICE WITH THE CITY OF PEABODY

## REPAIRS.

- (a) All customers shall keep their own service line from the meter to the buildings in good repair and shall prevent all unnecessary waste of water.
- (b) The customer and/or owner of the premises shall pay the cost of the replacement of the meter, including labor, if the meter is damaged and/or frozen as a result of the neglect of the customer.
- (c) In the event the service line from the main to the meter is on private property, the city may enter upon the premises for the purpose of repairing or replacing said water line. The city shall make reasonable attempts to give as much advance notice thereof as the circumstances may allow. In an emergency, no advance notice shall be necessary.

## EXCAVATIONS.

In the event the city consents to a customer or property owner performing or causing the performance of work on a service line, such work shall be performed in conformity with the directions and stipulations of the city. No excavations made in public ground shall be kept open longer than is absolutely necessary to make the connections and/or repairs required. Suitable barriers, guards and light shall protect all such excavations. Backfilling shall be thoroughly compacted and left in a condition satisfactory to the city. For such backfilled excavations that are left in an unsatisfactory condition, the City Clerk shall cause them to be repaired and the cost thereof shall be charged to the party making such excavation and to the property owner.

## WATER RATES AND CHARGES.

The following rates and charges are hereby established for all water customers of the city:

- (a) Except as otherwise provided in subsections (c) and (d) below, all customers receiving service within the city limits shall pay a minimum monthly charge of \$30, plus \$3.71 per 100 cubic feet of water used or any portion thereof.
- (b) All customers receiving service outside of the city limits shall pay a minimum monthly charge of \$35.00, plus \$3.71 per 100 cubic feet of water used or any portion thereof.
- (c) For water used for irrigation purposes only by U.S.D. No. 398 as to Blocks 28 and 51 only in the city, U.S.D. No. 398 shall pay \$3.71 per 100 cubic feet of water used or any portion thereof.
- (d) For water hauled by individuals from a fire hydrant or well house, such individuals shall pay a minimum charge of \$50 plus \$6.15 per 1,000 gallons or any portion thereof.
- (e) All bills delinquent after the 15th of the month of the billing shall be subject to a ten percent (10%) penalty.
- (f) A water service reconnection fee of \$50.00 shall be paid prior to reconnecting a utility service disconnected following a delinquency; the customer shall also pay to the city the entire balance due and owing to the city at the time of reconnection.

## COLLECTION

Utility billings shall be mailed on approximately the first day of each month for the previous month serviced. All billings for utility services must be paid in full within fifteen (15) days after the date of the mailing of the bill. Failure to make payment by the due date shall result in the mailing of an account delinquency and service discontinuation warning notice. Persons making payment with insufficient checks on two separate occasions within one year will be required to pay by cash, cashier's check or money order, and payment attempted in any other manner shall be the equivalent of a non-payment.

## **SUSPENSION OF SERVICE**

When property is temporarily vacant or service is to be discontinued, notice thereof shall be given to the City Clerk who shall have the service discontinued and/or disconnected, and no billings shall be made for the period of such suspended service. When service is to be recommenced, advance notice thereof is to be given to the City Clerk. Only designated city employees or contractors are permitted to turn off or on water service except as may otherwise be provided herein.

## **DISCONTINUANCE OF UTILITY SERVICES; WITHOUT NOTICE.**

The city may discontinue or refuse a particular utility service to any customer, without notice or hearing, for any of the following reasons:

- a) When the customer so requests.
- b) When it is determined by an employee of the city utility department, fire department or police department that the commencement or continuance of a particular utility service constitutes a dangerous condition presenting a likely immediate threat to health or safety of persons or to property on or near the customer's premises.
- c) When a utility service billing or late notice is returned and received at the city office marked "Moved, Left No Address," "Refused, Unclaimed," "Vacant" or "Box Closed – No Order" or other similar notice by the United States Post Office indicating that the billing is no longer deliverable to the billing address provided to the city by the customer.
- (d) The city hereby reserves the right to discontinue to any and/or all customers of the municipal water or sewer system without notice when the same becomes necessary for the repair of the system or any part thereof, or for extension of the mains, or where substances from the customer's premises are being discharged into the sanitary sewer in violation of this chapter.

Further, the city may refuse service to any location where there is an unpaid balance owing for prior utility service at such location, and may refuse service to any customer who owes an unpaid balance to the city for prior or existing service at any other location.

## **DISCONTINUANCE OF UTILITY SERVICES; WITH NOTICE.**

The city may discontinue or refuse a particular utility service to any customer, following notice to the customer, for any of the following reasons:

- a) When the customer refuses to grant employees of the city's utility department access to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
- b) When the customer violates any rule, regulation or ordinance of the city pertaining to utility services, and said violation adversely affects the safety of the customer or other persons, or the integrity of the city's utility services' delivery system.
- c) When the customer attempts, causes or permits unauthorized interference, diversion, theft, tampering, damage or use of utility services or the utility services' delivery system situated or delivered on or about the customer's premises.
- d) Non-payment or insufficient payment of utility bills.

## **DISCONNECTION OF UTILITY SERVICE; NOTICE**

- a) Service discontinuance notice shall:
  - (1) Be issued in writing and sent by United States mail, first class, or may also be provided by personal service by an employee of the city utility department or by any city law enforcement officer or by such city employee posting the written notice upon a door of a building upon the property serviced:
  - (2) Be issued to:
    - (i) The customer, at the last know address of the customer at the last known address of the customer as shown on the records of the city.
    - (ii) To the occupant of the premises served if the occupant is not the customer.
    - (iii) The owner of any leased premises, or the owner's agent, if leasing is through an agent.

- (3) Provide the following information: the name of the customer and address where service is being provided; account number; and the reason for discontinuance of service.
  - (4) Notice that the utility service shall be terminated within 10 days of the mailing of the notice.
- b) Account delinquency and service discontinuance with respect to any delinquent and unpaid utility service bill has the same requirements as above and shall:
- (1) Provide account past due amount, plus delinquency charges.
  - (2) Provide hearing date (customer may request at least 24 hours prior to the hearing date that the hearing be rescheduled).

#### **DISCONNECTION OF UTILITY SERVICE; HEARING PROCEDURE.**

- (a) Any utility customer receiving a notice of service discontinuance shall have the right to a hearing within a reasonable time, not to exceed ten (10) days following termination or refusal of service. If, after such hearing, the hearing officer finds in favor of the customer, the hearing officer may order connection or reconnection of the service at no cost to the customer.
- (b) If notice of service disconnection is due to non-payment of utility bill then the utility customer receiving notice shall have the right to a hearing prior to disconnection and which time and date will be set out in the notice. In the event the hearing officer finds utility service(s) should not be discontinued, the hearing officer shall so order and advise the city thereof. In the event the hearing officer finds utility service(s) should be discontinued, the hearing officer shall so order and advise the city thereof.
- (c) The hearing shall be conducted by the Hearing Officer / Deputy Clerk. At such hearing the applicant customer, and the city, shall have the right to:
  - (1) Present such evidence as is pertinent to the issue.
  - (2) Be represented by counsel, and may examine and cross-examine witnesses. Formal rules of evidence shall not be followed.
- (d) In making a determination of whether discontinuance should be ordered, the hearing officer shall consider, but not be limited to the following factors: Whether discontinuance is dangerous to the health of the customer, the customer's family or any other residents of the premises affected; the weather; unforeseen financial hardship of the customer; and the medical conditions, ages or disabilities of the customer, the customer's family or other residents of the premises.
- (e) Unless otherwise ordered by the hearing officer, utility service(s) shall be discontinued on the date that the order of discontinuance is issued by the hearing officer.
- (f) Extensions of the date of discontinuance may be granted to enable the customer to make arrangements for reasonable installment payments or for other good cause shown.
- (g) The customer shall be given notice of any order of discontinuance by the hearing officer in person or by certified mail.

If you have any further concerns or inquiries, please contact city hall at 620/983-2174, Monday thru Friday, 8 a.m. – 5 p.m.