



CITY OF ROSE HILL UTILITY SERVICE CONTRACT

Required for Account Set-Up: Current Photo I.D.; Social Sec. No.; Completed Contract; Rental Agreement (if rental) and \$50 set-up fee

Tenant Information

Name: _____ Maiden/Alias Names: _____

Service Address: _____

Mailing Address: _____

Social Security #: _____ Birth Date: _____

Employer: _____ Driver's License #: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

OWN

RENT

Landlord Name: _____ Landlord Phone: _____

Landlord Address: _____

I would like to receive my billing statements by: MAIL E-MAIL BOTH

E-Mail Address (if requested): _____

I would like to set up automatic bank draft (ACH) payments: NO YES (Must fill out ACH form)

Joint Tenant Information

Name: _____ Maiden/Alias Names: _____

Social Security #: _____ Birth Date: _____

Employer: _____ Driver's License #: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Emergency Contact

Name: _____ Phone: _____

By signing this contract I certify that I have received a copy of the City of Rose Hill's Utility Policy and will comply with the terms and conditions set forth in them.

Tenant Signature: _____ Date: _____

Joint Tenant Signature: _____ Date: _____

(Office Use Only)

\$50 Account Set-Up Fee paid on: _____ Cash _____ Check _____ Credit Card _____

Establishing Service

1. Persons requesting utility service must complete and sign a Utility Service Contract with the City of Rose Hill and provide the City with a current government issued photo I.D. The City's acceptance of the service contract constitutes a binding agreement between the City of Rose Hill and the utility customer.
2. It is the policy of the City that any and all debts owed the City be paid before service will be established. In the event a utility customer becomes delinquent on utility service, or incurs a debt with the City for any other reason, utility service may be discontinued if said debt remains unpaid after notification of the amount due.
3. If requested, persons requesting utility service must provide either proof of ownership for the residence on which utility service is being requested, or a rental/lease agreement showing all tenants for the location. The landlord's name, address and phone number must be provided at the time utility service is requested.

Non-refundable Account Set-Up Fee

1. A \$50.00 non-refundable account set-up fee must be paid prior to service being established.

Utility Bills

1. Each month, the City will read the meters for each account and calculate the amount due and payable from each customer for utilities.
 - a. The City shall make an initial request for payment through the mailing of a utility bill. Bills are mailed on or near the 1st of each month.
 - b. Bills must be paid by the 15th of the month or if the 15th of the month falls on a Saturday, Sunday, or legal holiday, prior to the close of business on the next working day. Payments by mail properly stamped and addressed will be considered as being made upon the date if they are postmarked on or before the due date. After 5:00 p.m. on the due date, payments may be deposited in the drop slot installed at City Hall office, and all such payments placed in said drop slot prior to 8:00 a.m. of the next working day will be considered as being made upon the business day preceding such time. All bills not paid within the time above set out will have a delinquent charge of 5 percent added thereto.
 - c. The City is not responsible for utility bills lost or not delivered by the Postal Service.
 - d. Customers may choose to receive their monthly bills via regular mail, by e-mail, or both.

Payment Options

1. Payments may be made by any of the following methods:
 - a. Cash or check
 - b. Online payment via City website – www.cityofrosehill.com (online convenience fee applies)
 - c. Automatic Debit/ACH – automatic debit out of your bank account
 - d. Credit/Debit Cards – VISA, MasterCard, Discover or American Express

Delinquent Payments

1. Delinquent notices shall be mailed to all customers who have not paid by the 15th of the month. The delinquent notice will specify a final due date (approx. 7 days after the date of the notice), as well as a cut-off (disconnect) date. If the entire bill, including penalties, is not paid in full by the due date listed on the delinquent notice, the utility service shall be disconnected, and a \$50 cut-off fee will be automatically be applied to the account.
2. Once the utility account has been disconnected due to delinquency, the entire past due amount must be paid prior to the service being reconnected. (The \$50 cut-off fee will be applied to the next month's bill.)
3. If the amount owed is still not paid after 15 days from the date on the final notice the account will then be turned over for collection to the Kansas Set-Off Program which will deduct the delinquent amount from any eligible tax refunds or state payments the customer may be entitled to.
4. In the event the City of Rose Hill is required to pursue collection of accounts that become delinquent through the State of Kansas Set-Off Program or any other lawful collection process, the City shall be entitled to reimbursement of the costs of collection from the customer.

Returned Check

1. Returned Check/ACH – a letter will be mailed to the customer notifying them that the check/ACH was returned for non-sufficient funds (NSF). The customer will be given up to 3 days to pay the NSF check and a \$30.00 NSF fee. Only cash, cashier's check, money order or credit card payment will be accepted.

Discontinuance of Service

1. Discontinuance of service may occur for the following reasons:
 - a. Tampering, bypassing or unauthorized metering
 - b. Failure to pay utility bill when due
 - c. Violation of Ordinances, Resolutions, City Code and/or Policy
 - d. Unsafe conditions
 - e. Denying utility right of access to premises

Hearing

1. Upon request, a customer may schedule a hearing regarding utility bills with the City Administrator or his designee. Upon reviewing the information provided, the City Administrator or his designee shall make a determination as to the outcome of said delinquent account.

Landlord Agreement

1. The purpose of the agreement is to provide a clear understanding of what will be required to maintain continuance service during periods of vacancy to Landlords' rentals through tenant arrivals and departures.
2. Any dispute arising between the tenant and landlord concerning timing of transfer of service must be resolved between the tenant and the landlord. It is the landlord's responsibility to verify that their tenants have applied for utility service.