



# CITY OF ROSE HILL UTILITY SERVICE CONTRACT

Required for Account Set-Up: Current Photo I.D.; Social Security Number; Completed Contract;  
Non-Refundable \$50 Account Set Up Fee; and Rental Agreement (if rental)

### 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: \_\_\_\_\_

### 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 (or electronically signing) this contract I certify that I have received a copy of the City of Rose Hill's Utility Rules and Regulations and will comply with the terms and conditions set forth in them.

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Joint Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

( Office Use Only )

\$50 Water Set Up Fee paid on: \_\_\_\_\_ Cash \_\_\_\_\_ Check \_\_\_\_\_ Credit Card \_\_\_\_\_



# CITY OF ROSE HILL UTILITY POLICY

---

## 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. 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 and co-tenants for the location. The landlord's name, address and phone number must be provided at the time utility service is requested.

## Non-refundable Water Account Set-Up Fee

1. A \$50.00 non-refundable water account set-up fee must be paid prior to service being established along with the completed utility service contract.

## 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 out on or near the 1<sup>st</sup> of each month.
  - b. Bills must be paid by the 15<sup>th</sup> of the month or if the 15<sup>th</sup> 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 the office of the City Clerk in City Hall, 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 next 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. If the customer's meter is obstructed, a second attempt to read it will be made. If the meter is still obstructed, a notice will be mailed to the customer requesting that access be arranged for the readers each month. No additional notice will be given.

## Delinquent Payments

1. Delinquent notices shall be mailed to all customers who have not paid by the 15<sup>th</sup> of the month. If the entire bill (including penalties) is not paid in full within 10 days of the 15<sup>th</sup>, utility service shall be disconnected.
2. 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.
3. 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.

## Reconnection Fees

1. Once the utility account is placed on the City's Shut-Off List and disconnected, a reconnection fee of \$50.00 must be paid prior to reconnecting service.

### Returned Check

1. Returned Check/ACH – a letter will be mailed to the customer notifying them that the check 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.
2. Second Returned Check/ACH – a letter will be mailed to the customer notifying them that the check 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 and the account will be placed on a "cash only" basis for five years.

### Extensions

1. If payment has not been received for your account prior to the 15<sup>th</sup> of the month, a payment reminder/extension form will be mailed out. If you would like to request an extension (the date is posted on the form), the form must be completed and returned to City Hall.
2. If you have mailed or scheduled your payment via online banking, or made any other type of payment arrangement, we ask that you call to confirm that payment has been or will be received prior to the disconnection date which is on the payment reminder/extension form.

### Final Notice

1. A final notice form (in the form of a red tag) may be delivered to the property on the day prior to the discontinuation/turn-off date and be posted on the premises by attaching the red tag to the door. The final notice states that water service will be turned off the following day if the bill is not paid by 9:00 am the following day. The issuance of the red tag/final notice will constitute a \$20.00 fee that will be added to your account. Arrangements for reconnection must be made at City Hall.

### 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 or department rules and regulations
  - 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.

### 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](http://www.cityofrosehill.com) (online convenience fee of \$1.00 applies)
  - c. Automatic Debit/ACH – automatic debit out of your bank account
  - d. Credit/Debit Cards – VISA, MasterCard, Discover or American Express (2.5% processing fee applies)