

APPLICATION FOR UTILITY SERVICE

Request for: Water Sewer Storm Sewer Electric Garbage

Today's Date: _____ Service Turn on Date: _____ Own: Rent:

Name: _____ SSN: _____ DOB: _____

Name: _____ SSN: _____ DOB: _____

Service Address: _____ Phone: _____

Billing Address: (if applicable) _____

Previous Address: _____

Employer Name/Address: _____ Phone: _____

Landlord Name – Address - Phone: (if applicable) _____

(Note – FYI - Landlords will be copied on all delinquent notices)

References – Relative Name / Address: _____ Phone: _____

Previous Utility Company: _____

May a Welcome Committee Member contact you? YES NO (circle one)

I hereby apply for utility services for the service address listed above and pay required security deposit.

I / We agree to pay all bills rendered by the utility for service received from the date of connection to the date service is discontinued. I further agree to give prior notice, in writing, to the utility of my intent to discontinue service.

Applicant Signature: _____ Date: _____

Applicant Signature: _____ Date: _____

Required Deposit: Total \$250.00 (Water \$100, Sewer \$50, Electric \$100)

Cash \$ _____ Check # _____ / \$ _____

Approved Signature: _____ Date: _____

Turn ON Meter Reading: Water _____ Electric _____ Date: _____

Turn OFF Meter Reading: Water _____ Electric _____ Date: _____

Account Balance Paid in Full: Y/N Account #: _____

Deposit Refund: Date: _____ Check# _____ \$ _____

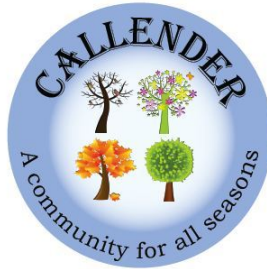
Bills are mailed on or before the 15th of each month and due monthly by the 3rd.

City of Callender - 415 Thomas Street PO Box 165 – Callender, IA 50523

Winter Hours / Monday-Thursday 8:30 – 4:30 Friday 8:30 – Noon / Summer Hours – closed Mon and Fri.

If we are closed, you may drop your utility payment off at Heartland Bank. Either inside or in the night drop box.

515-548-3859 – fax 515-548-3861 – cityofcall@lvcta.com



Welcome to Callender!

CITY OF CALLENDER UTILITIES

- Customer must complete Application for Utility Service and pay utility deposit; Water \$100, Sewer \$50, Electric \$100 = \$250
- Bills are mailed by the 15th of the month & Bills are due by the 3rd of the month.
- Late payment penalties are posted to delinquent accounts if not paid by the 3rd of the month and 12 day utility disconnect notices are mailed allowing an additional 12 days to pay before receiving a 24 hour notice of disconnection notice is placed on door for non-payment. Late payment penalties apply; \$5.00 water, \$5.00 sewer, 1.5% electric.
 - If the 3rd falls on a weekend you have until 12:00 Noon Monday to pay before penalties apply.
- If City Hall is closed, you may leave check payments in the utility drop box located on the door at city hall or you may leave payments at Heartland Bank or mail via US Mail. Do not leave CASH payments in the drop box at City hall.
- If delinquent payment is not received by the disconnect date a 24 hour disconnect notice will be posted on your door and a \$20 notice charge will be added to your account.
- There is also a \$25 disconnected and \$25 reconnect charge per utility when services are shut off/on.
- Return check charge of thirty dollars (\$30.00) per occurrence plus bank return check fees shall be added to each insufficient funds check and payment for that occurrence shall be remitted in cash. If the city receives 2 returned checks from any account during 12 months the city will not accept any more checks from the account holder. All payments following the second return check must be made in cash or with a money order.
- A fee of twenty dollars (\$20.00) shall be charged for changes in occupancies of property. (this applies to landlord accounts).
- The City offers utility budget billing for utility customers. If you have 1 late pay occurrence budget billing no longer applies. Annual rate of review your budget amount could be subject to change.
- The City offers pay agreement options on a delinquent balance, per rules of Iowa Utilities Board.
 - Note - If a customer has a pay agreement with the city bills are due by the 3rd, they no longer have the additional 12 days to pay.
- There are also IUB rules when a person is approved for energy assistance Nov – April.
- Income Offset can be assessed on money that is owed to the City. Per Iowa Code Section 8A.504 which allows setoff of a tax refund for unpaid utility bill(s) or invoice(s). If you wish to contest the validity of the Offset Process, you may write a letter of protest to Department of Administrative Services.

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- City copies landlord on all tenant delinquent utility bills. Per City of Callender City Code 92.06. Lien for nonpayment: The owner of the premises served and any lessee or tenant thereof shall be jointly and severally liable for water service charges for the premises. Service charges remaining unpaid and delinquent shall constitute a lien upon the premises served and shall be certified by the Clerk to the County Treasurer for collection in the same manner as property taxes.

OTHER UTILITY CONTACTS:

Mid-American – Gas 888-427-5632

Lehigh Valley Coop – Telephone/Internet 515-359-2211

UTILITY RATES - subject to change including annual rate of review

- Water \$27.41 Minimum (first 2000 gallons) / \$13.40 per thousand over 2000 gallons
 - Bulk Water \$14.72 per 1000 gallons
- Sewer \$11.214 Minimum (first 2000 gallons) \$5.68 per thousand over 2000 gallons
- Electric \$10.90 Minimum (1-50 kwh) / kwh 51 + (Avg kWh wholesale + .0351) = fluctuates each month
- Storm Sewer \$16.00 Minimum + \$1.00 for each additional ERU
- Residential Garbage \$12.00 (\$9.50 + \$2.50 landfill for each user with water service)
- Landfill \$2.50 – business customers only that do not use the service

Utilities rates are subject to change per Annual Rate of Review and other rates changes per Public Hearings / 3 readings Ordinance Amendment.

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BAD DEBT / PAST DUE UTILITY BILLS (attention utility customers and landlords)

Per City of Callender City Code 92.06. Lien for nonpayment: The owner of the premises served and any lessee or tenant thereof shall be jointly and severally liable for water service charges for the premises. Service charges remaining unpaid and delinquent shall constitute a lien upon the premises served and shall be certified by the Clerk to the County Treasurer for collection in the same manner as property taxes.

- The City of Callender attempts to collect unpaid / delinquent utility bills (bad debt) thru the State of Iowa Income Offset Program (Iowa Department of Administrative Services State Accounting Enterprise) where payment is collected via tax refunds, vendor payments, Iowa Treasure Hunt payments and Iowa Lottery winnings. This program is only available to political subdivisions, city government, of the state.
- The Income Offset Program is utilized in addition to collection of bad debt via property liens; property liens are filed for bad debt minus electric balance (laws) and Income Offset Program Collection is for the entire bad debt including electric. If we collect bad debt through Income Offset Program then the property lien amount is adjusted and / or released.
- Landlords, please contact City Hall to ensure we have current landlord / tenant information on file. (We also request landlord information on the new utility bill applications). With landlord information on file, in the event your tenant is behind on their utility bill, the utility billing software will send landlords a copy of the tenants 12 day delinquency notice (this is a courtesy notice). If we do not have landlord information on file for rental properties, please call City Hall at 548.3859 or submit in writing the following information: landlord name, address & phone number. Rental property address, tenant's name and phone number and do you pay the utility bill or is the tenant responsible for the utility bill to 415 Thomas Street, PO Box 165, Callender, IA 50523. Additionally, City Hall receives many calls asking about vacant rental properties in town. Tenants don't always inform us when they move... If you would like your property listed on the vacancy list that is kept in City Hall, please contact City Hall when you have a vacancy and when it is occupied.

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