

CITY OF REEDS SPRING
PO Box 171 Reeds Spring MO 65737
417-272-3309 www.reedsspring.org

UTILITY AGREEMENT
RULES & REGULATIONS

Application: All new customers requesting water and/or sewer service (hereinafter referred to as "water/sewer" and is construed to mean either or both services) from the City of Reeds Spring must complete and sign a UTILITY AGREEMENT and pay the required deposit before service can be commenced. The applicant agrees to pay for services rendered and further agrees to be bound by all the rules and regulations governing the service. The City reserves the right to revise the rates and regulations from time to time, and in such cases the new rules and regulations will apply to this contract. City Rules and Regulations are governed by Section 700 of the Reeds Spring Municipal Code and Missouri Revised Statute Section 250.140.

Deposit Required: Applicants for water/sewer service are required to make a deposit of one hundred twenty-five dollars (\$125.00) and to complete and sign an application for water/sewer service. The security deposit shall remain on deposit with the City for the duration of the applicant's water/sewer service, unless applied to the applicant's delinquent account if service is disconnected. If the security deposit is applied to a delinquent account, the security deposit shall be replenished to one hundred twenty-five dollars (\$125.00) and a reconnection charge of forty-five (\$45.00) shall also be paid.

Joint Responsibility: Renters, Lessees, or other Occupants of a property requesting water/sewer service must complete and sign a UTILITY AGREEMENT and pay the deposit certifying that they are going to be responsible for water/sewer charges.

Property Owners of rental property must also sign a UTILITY AGREEMENT and pay \$125.00 deposit and show proof of ownership of the property (such as tax receipt or record of sale). Property owners of rental property need only complete the UTILITY AGREEMENT and pay the deposit one time to maintain water/sewer connection, and are bound by the rules and regulations stated herein.

Per State Statute, RSMo 250.140(1), property owners and occupants are jointly and severally liable for water and sewer bills from the City, unless the property owner has solely applied for water/sewer service to the property and is billed directly for such service [RSMo 250.140(5)]. Property owners are not responsible for payment of more than three (3) months delinquent bills of renters or occupants per RSMo 250.140(5).

Access: City employees shall have access to the water meter pit and sewer connection which may be on the customer's premises at all reasonable hours for the purpose of reading meters, inspection, repairs, or installing or removing any or all of its apparatus used in connection with rendering of water/sewer service to the property.

Tampering: It shall be a misdemeanor for any person or persons to tamper with any water main, water meter or water line, or to make any connection to the water system of the City without permission of the City, or to reconnect service when service has been disconnected by the City. Tampering includes adding soil or other fill in excess of one additional foot over a City water line or covering a manhole cover, valve vault or meter box.

Liability: City responsibility is for water service up to and including the water meter pit and the apparatus therein, and sewer service up to and including the jointure with the City sewer line. Account holder/property owner is responsible for any and all connections and service lines from the City connection up to and including inside the building(s). Failure to detect a leak will not abrogate the customer's responsibility for paying water/sewer charges.

Billing: All water meters shall be read and bills for water services (and sewer services, if applicable) shall be rendered monthly as such services accrue. Water/sewer bills are mailed to customers by the 1st of the month and are due and payable in the full net amount no later than the 20th of the month. Water/sewer accounts are due regardless of mail receipt. If any bill for water/sewer service shall remain due and unpaid after the 20th day of the calendar month following the month of the prior billing period, an additional charge of nine percent (9%) of the amount due shall be added as a late fee.

Payment: All City services are payable by cash, check or credit card at City Hall, 22597 Main St. Convenience fees apply to credit card payments. Checks may be placed in the black drop box located on the east side of the parking lot, or mailed to City of Reeds Spring, PO Box 171, Reeds Spring MO 65737. Please do not mail or drop off cash or credit card information for security reasons. City Hall is open 8:30 to 4:30, Monday through Friday, except for state or federal holidays.

Delinquent Bills: If any bill for water/sewer service shall be and remain past due and unpaid for thirty (30) days following the end of the month of the last billing period, service to the delinquent customer's bill shall be disconnected and not reconnected until all past due charges have been paid in full, the security deposit replenished if necessary in order to bring it to one hundred twenty-five dollars (\$125.00) and a reconnection charge of forty-five dollars (\$45.00) shall also be paid.

Shutoff Policy: Prior to disconnection for nonpayment of amounts due as stated above, the City will make a good faith attempt per RSMo 250.140(2) to notify the property owner and the occupant of the property. "Good faith notification" includes the following:

- a. A City employee will attempt to contact the owner and the occupant of said property by email and/or telephone, using information from the account on file with the City, five (5) days in advance of the shutoff date, such shutoff date ordinarily on the 31st day following the end of the month of the last billing period (or the next business day if that day falls on an officially recognized state or federal holiday, Saturday or Sunday).
- b. If no reply is received to the notification email or telephone call, the City will post a notice on the property no less than 96 hours in advance of the shutoff.
- c. If the bill is not paid in full by the 31st day following the end of the month of the last billing period (or the next business day if the 31st day falls on an officially recognized state or federal holiday, Saturday or Sunday), the water will be shut off without additional notice.

All water and sewer fees, including late charges, along with reconnection fee(s), must be paid before the water is reconnected. The City may pursue redress of past due amounts according to the provisions of RSMo 250.140 and RSMo 250.236.

Adjustments: If the water/sewer customer believes an inequity has occurred in their billing, they may request an adjustment by written application within 30 days to the Board of Aldermen of the City of Reeds Spring. Written application must include the name, address and phone number of the water/sewer account holder, the date(s) which include the requested adjustment, and the amounts which are being requested to be adjusted, along with a copy of the water/sewer bill in question. Request for Water/Sewer Billing Adjustment form is available for your convenience. The City or its designated agent shall submit the request, along with a report of the circumstances and make recommendations for adjustments of water/sewer service charges to the Board of Aldermen. Any recommendations for adjustments must be approved by said Board before such adjustments shall be effective. The City staff is not authorized to adjust water/sewer bills.

Temporary Suspension: Suspension of a water/sewer account, which may be used for properties that are not occupied year-round or other reasons, will not be billed during those months the account is suspended. A request for suspension of a water/sewer account must be made in writing and submitted to the Utility Clerk or the City Clerk. The water will then be shut off within five (5) days. Winterization of the

property is the responsibility of the water/sewer customer. Reconnection fee of forty-five dollars (\$45.00) applies and will be reconnected on or before the requested date. In order to suspend a water/sewer account, the following is required:

- a. Account must be fully paid up to the date the account is suspended.
- b. The account holder will notify the Utility Clerk of the dates the account will be inactive by submitting a completed Request for Temporary Suspension of Water/Sewer Services. Normal billing will resume after that date, unless otherwise notified.
- c. Water/sewer accounts are not suspended on a pro-rated daily basis. The minimum period for suspension is 30 days. Occupied properties are not eligible for suspension status.
- d. The meter reading for the month preceding the suspension shall be within 100 gallons of the meter reading when the account is reactivated. If the difference between the readings is more than 100 gallons, the account shall receive regular billing for the preceding month.

Service Termination by Customer: The account holder may request termination of water/sewer service, in writing, by completing a REQUEST FOR TERMINATION OF WATER/SEWER SERVICES and submitting to utility personnel at City Hall. After the final account reconciliation, any remainder of the deposit will be mailed to the address provided by the customer. For rental properties, the Lessor is the secondary account holder and will be solely responsible for any water/sewer services delivered after the termination date and reconciliation of the Lessee's account. This will allow the Property Owner to keep services active while the property is between rentals.

THE FACTS SET FORTH in the following signed service application are true and complete. I understand that in receiving water/sewer service any false statements on the service application shall be considered sufficient cause to terminate service. The City is hereby authorized to make any investigation of bureaus of its choice. The City is also authorized to release credit information to other utilities if requested.

PLEASE PRINT LEGIBLY

PROPERTY ADDRESS: _____

NAME OF APPLICANT: _____

MAILING ADDRESS: _____

PHONE: _____ EMAIL: _____

DRIVERS LICENSE #: _____ STATE: _____ EXPIRES: _____

DATE OF BIRTH: _____

EMPLOYER: _____ WORK PHONE: _____

PROPERTY OWNER INFORMATION (if applicable):

NAME (as shown on Tax Rolls): _____

If property is in a trust or otherwise titled, NAME OF CONTACT: _____

MAILING ADDRESS: _____

PHONE: _____ EMAIL: _____

The applicant and/or property owner understands that they are responsible jointly and severally for paying the monthly water/sewer service provided and billed by the City of Reeds Spring. Bills for the previous month's service are mailed by the 1st of the month and are due on or before the 20th of the month following the prior billing period. Failure to receive a bill does not cancel responsibility for the amount owed. The service will be considered delinquent and a 9% late fee will be added if the bill is not paid by the due date. Delinquent service may be disconnected on the 31st day of following the end of the month of the last billing period and may be reconnected only when all past due amounts and a \$45.00 reconnection fee is paid.

I acknowledge receipt of the foregoing Rules and Regulations and agree to abide by them and pay all bills in full. I understand that the entire deposit remains with the service account until the account is closed.

_____ Date: _____
 CUSTOMER SIGNATURE PRINTED NAME

_____ Date: _____
 PROPERTY OWNER SIGNATURE (if applicable) PRINTED NAME

INTERNAL USE ONLY BELOW THIS LINE

Date Entered: _____	By: _____	Account #: _____
Primary Account Holder: <input type="checkbox"/> Tenant	<input type="checkbox"/> Landlord	
Deposit Paid by: <input type="checkbox"/> Cash	<input type="checkbox"/> Check # _____	<input type="checkbox"/> Credit Card
		Receipt #: _____
Meter #: _____	Book/Pump #: _____	Meter Reading: _____
Outside City limits? Y N		