



Customer Information Sheet – New/Transferred Service

Date _____

Service Address: _____

Billing Address: _____ (If different from service address)

Name: _____ Home Phone: _____

Birth date: _____ Cell Phone: _____

Co- Owner: _____ Home Phone: _____

Cell Phone: _____

Other Contact Person: _____ Home Phone: _____

Cell Phone: _____

Property Owner: _____ Phone: _____

Do you wish to sign up for Auto Draft? YES or NO (Separate sign-up form and a voided check is needed)

Would you like to sign up for text reminders? YES or NO

I understand that in signing up for water, sewer, and trash service at the above stated address, I am fully responsible for all charges incurred while the account is under my name, as well as any bills and/or final bills outstanding that will be generated after my service at this address has been disconnected. Full terms on page 3 of this packet.

Signature: _____

Office Use Only

Account # _____

Deposit # _____

Location # _____

Trash _____

Clerk Initials _____

Trash Service

T1 – Curb service, one pick-up per week, at the rate of \$15.23 per month. This service is only valid if the customer purchases a toter (95-gallon cart). The Contractor will offer for sale these toters for \$100.00 each. An equal substitute toter may be used, with individuals written approval of the substitute by a representative of the Contractor. All trash must be bagged inside the toter. It is the resident’s responsibility to keep the toters clean. Curb service customers will be limited to one toter, at capacity with the lid shut, per week.

T2 - Curb service, one pick-up per week, at the rate of \$17.16 per month. This service is offered only with a toter being rented by the customer. The rate includes the rental payment of the toter. All trash must be bagged inside of the toter. It is the resident’s responsibility to keep the toters clean. Curb service customers will be limited to one toter, at capacity with the lid shut per week.

T3 – Carry out or tub service, one pickup per week, at the rate of \$38.50 per month. A toter is NOT included with this service. Residents requesting carry out or tub service; must securely bag all trash, must provide reasonable and safe access to trash, must segregate trash in a location and manner where it is easily identifiable as trash. The contractor will not be required to climb any fence or wall, go through a locked gate, or enter a yard that has an unsecured animal. The contractor will also no be required to pickup trash that is loose and scattered, except if the contractor caused the trash to become loose and scattered. Tub out customers will be limited eight (8), thirteen (13) gallon bags or equivalent to one (1) ninety-five-gallon container per week. Each bag or container must not exceed fifty (50) pounds. Type of containers shall be disposable solid waste containers originally manufactured for the purpose of containing solid waste. The containers must be tied or closed properly all contents should be bagged.

T4 – Same as T2 but with three (3) toters, at the rate of \$45.90 per month.

T5 – Same as T2 but with two (2) toters, at the rate of \$34.32 per month.

Customers, regardless of type of trash service, may place 1 large or bulky item at the curb per week free of charge and arrangements may be made with Dayne’s to remove additional items for a fee.

Circle One

T1 T2 T3 T4 T5

Service Address: _____

Name (print): _____

Signature: _____ Date: _____

Office Copy

All water bills are due on the 10th of each month. If you are a tenant or otherwise non-owner occupied property, your water will be disconnected if not paid by noon on the 13th. If the 13th falls on a weekend, the bill will be due the following Monday by noon. They must be paid to a zero (\$0.00) balance or they will be subject to disconnection. Delinquent fees of \$25.00 will be charged at 12:00 PM and disconnections will go out.

If you are a homeowner, you have until noon on the 15th of each month to pay before late fees will be assessed and final notices are sent out. You will have 10 days to pay your bill including late fees, the last day to pay is the close of the business day (4:30 PM) on the 25th of the month. If the 25th falls on a weekend, the bill will be due by the close of the business day on Monday. The delinquent fee of \$25.00 will be charged at 8:01 AM on the shut off day. The delinquent fee of \$25.00 plus the past due balance must be paid in order to restore service.

If the account is paid before actual disconnection, the work order may be canceled, but the delinquent fee will still have to be paid (it is a delinquent fee not a reconnect fee). If the account is settled between the hours of 3:30 PM – 4:30 PM and you want same day re-connection, there will be an additional service fee of \$22.50. There will be no reconnects after 4:30 PM. City employees may not be called by phone or approached at home to restore service after 4:30 PM. There will be NO EXCEPTIONS.

If signing up for water, sewer, and trash services, you are fully responsible for all charges incurred while the account is in your name by signing this document, you agree that you have read and understand the policies explained therein.

Signature: _____ Date: _____