

THE CITY OF RICHMOND ♦ P.O. BOX 174 ♦ RICHMOND, KANSAS 66080

WATER SERVICE CONTRACT

REQUIRED: CURRENT GOVERNMENT ISSUED PHOTO I.D.; SOCIAL SECURITY NUMBER;
COMPLETED CONTRACT; RENTAL AGREEMENT IF RENTAL, AND WATER DEPOSIT

DATE _____

NAME ON ACCOUNT _____

SERVICE ADDRESS _____

MAILING ADDRESS _____

PREVIOUS ADDRESSES FOR PAST THREE (3) YEARS:

ADDITIONAL ADULTS LIVING AT ADDRESS _____

OWN

RENT

LANDLORD'S NAME _____

LANDLORD'S ADDRESS _____

LANDLORD'S PHONE NO. _____

SOCIAL SECURITY NO: _____ DATE OF BIRTH _____

DRIVER'S LICENSE NO. _____ STATE _____

HOME PHONE _____ CELL PHONE _____

EMPLOYER _____

WORK PHONE _____ EMAIL ADDRESS _____

DO YOU OWN ANY PETS? _____ DOGS _____ CATS. PETS MUST BE REGISTERED WITH CITY
AND PROOF OF RABIES VACCINATION PROVIDED TO CITY CLERK. FEE REQUIRED.

BY SIGNING THIS CONTRACT I CERTIFY THAT I HAVE RECEIVED A COPY OF THE CITY OF
RICHMOND'S UTILITY RULES AND REGULATIONS AND WILL COMPLY WITH THE TERMS AND
CONDITIONS SET FORTH IN THEM.

SIGNATURE

DATE

Trash Service: _____ Bag Service _____ 1 Tote
_____ 2 Totes _____ No Trash

Receipt No. _____ Date Received: _____

WATER RULES AND REGULATIONS

A. GENERAL

1. Persons requesting water service must complete and sign a Water Service Contract with the City of Richmond and provide the City with a current government issued photo identification card. The City's acceptance of the Water Service Contract constitutes a binding agreement between the City of Richmond and the utility customer.
2. Deposits for water must be paid for each address where service is established.
 - a. Deposits will be credited to the account when the utility customer has 12 consecutive months of no late payments.
 - b. Deposits still on the account will be applied to the final billing when a resident moves and in case of a credit balance will be refunded.
 - c. Deposits cannot be transferred from one address to another, nor from one customer to another.
 - d. Deposits shall be in the amount of \$25.00 if service will be maintained by the owner of the address where service is established and \$100.00 if service will be maintained in the name of a tenant.
3. Persons requesting water service must provide either proof of ownership for the residence on which water service is being requested, or a rental/lease agreement for the location. The landlord's name, address and phone number must be provided at the time water service is requested.
4. Each month the City will read the meters for each account and calculate the amount due from each customer for water.
 - a. The City shall make an initial demand for payment through the mailing of a water bill. Payment of the account shall be due by 5:00 p.m. on the 14th of each month. Payments received after 5:00 p.m. will be considered delinquent and late charges equal to 10% will be assessed. Late notices will be mailed on or about the 15th of each month. All accounts must be paid in full within 10 days from the date of the late notice or your service may be disconnected. A reconnection fee of \$25.00 CASH will be required in addition to payment in full of outstanding utility balance. If you are unable to pay your utility bill in full, please contact City Hall to make payment arrangements prior to disconnection. The City is not responsible for water bills lost or not delivered by the Postal Service. PAYMENT MADE BE MADE ONLINE AT WWW.RICHMONDKS.ORG. PLEASE NOTE PAYMENTS MADE ONLINE WILL NOT BE CREDITED TO ACCOUNT UNTIL PAYMENT RECEIVED BY CREDIT CARD COMPANY, WHICH MAY TAKE UP TO 5 DAYS. FEE CHARGED BY CREDIT CARD COMPANY IS THE RESPONSIBILITY OF CUSTOMER. DEBIT, CREDIT AND E-CHECKS ACCEPTED.
 - b. Water bills will be calculated off of the reading obtained from the customer's meter. If the customer's meter is obstructed, a second attempt to read the meter will be made. If the customer's 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. If the City is unable to access a customer's meter due to obstruction a second time, an Inaccessibility Fee of \$30.00 will be placed on the customer's utility billing the following month and each month the meter is inaccessible.
 - c. If water service is disconnected due to non-payment, a reconnection fee of \$25.00 will be assessed to the utility account. ONLY CASH, CASHIER'S CHECK OR MONEY ORDERS

MAY BE USED TO HAVE SERVICE RECONNECTED. Checks will not be accepted to reconnect water.

d. No utilities disconnected due to delinquent payment will be reconnected on Saturday, Sunday, holidays or after normal working hours, which are from 8:00 a.m. to 3:00 p.m.

e. NOTICE; HEARING. (i) If a utility bill has not been paid on or before the due date as provided in this chapter, a delinquency and termination notice shall be issued by the city clerk within five days after the delinquency occurs and mailed to the customer at his or her last known address. A copy also shall be mailed to the occupant of the premises if the occupant and the customer are not the same person.

(ii) The notice shall state:

(1) The amount due, plus delinquency charge;

(2) Notice that service will be terminated if the amount due is not paid within 10 days from the date of the notice unless the date on the notice to pay the charges due shall be on a Saturday, Sunday or legal holiday, in which event such notice will give the consumer until the close of the next business day in which to pay the charges;

(3) Notice that the customer has the right to a hearing before the designated hearing officer;

(4) Notice that the request for a hearing must be in writing and filed with the city clerk no later than three days prior to the date for termination of service.

(iii) Upon receipt of a request for hearing, the city clerk shall advise the customer of the date, time and place of the hearing which shall be held within three working days following receipt of the request.

If service is disconnected the account may be turned over for collection and/or to the Kansas Setoff Program which will deduct the delinquent amount from any eligible tax refund or State payments the customer may be entitled to.

B. DISCONTINUANCE OF SERVICE.

1. Discontinuance of service can occur for the following reasons:

- a. Failure to pay when due;
- b. Unsafe conditions that jeopardize the quality of water in the city's system.
- c. Tampering, bypassing or authorized metering; or
- d. Denying the utility right of access to the premises.

C. RETURNED CHECKS

1. First returned check: A notice will be sent giving the customer seven (7) days to pay, with cash or money order, the NSF check and a \$30.00 NSF fee.

2. Second returned check:

- a. Utility account will be subject to immediate disconnection without notice.
- b. All future payments must be made with money or cash.

3. Utility Deposit: Returned check written for water deposits will cause immediate disconnection of service.