

# City of Thorne Bay Application for Utility Service Customer Information

Name \_\_\_\_\_ Physical Address \_\_\_\_\_

Billing Address (if different) \_\_\_\_\_ Phone # \_\_\_\_\_

Driver's License # \_\_\_\_\_ Social Security # \_\_\_\_\_

Date of Application \_\_\_\_\_ Requested Hookup Date \_\_\_\_\_

Are you property  Owner  Tenant  Agent Previous Service?  Yes  No

If Tenant: Agent / Land Owner must approve this application

By signing here: \_\_\_\_\_ Date: \_\_\_\_\_

Printed name: \_\_\_\_\_

Address: \_\_\_\_\_

This Service is? \_\_\_\_\_ Residential \_\_\_\_\_ Commercial

<u>Service to Connect</u>	<u>Monthly Charge</u>	<u>Deposit Required</u>
<input type="checkbox"/> Water	\$ 63.97* + tax	\$63.97
<input type="checkbox"/> Sewer	\$ 71.90 + tax	\$71.90
<input type="checkbox"/> Garbage	\$ 41.00** + tax	<u>\$41.00</u>
		176.87

\*First 3,000 gallons. \$15.00 each additional 1,000 gallons.

\*\* 2 (32 gal) cans, 1 pick-up per week. Dumpster's rates are \$142.00 for 1 pick-up a week and \$284.00 for 2 pick-ups per week. See Utility Clerk for additional rates. \*\*\*

**Deposit due** \_\_\_\_\_ **Amount Paid** \_\_\_\_\_

Public Works Information

Physical Address \_\_\_\_\_ Date \_\_\_\_\_

Water Meter \_\_\_\_\_ Reading \_\_\_\_\_



City of Thorne Bay Customer Service Agreement

I, \_\_\_\_\_, certify that I am the owner; tenant or agent of the premises located at, \_\_\_\_\_, Thorne Bay, Alaska, and have lawful authority to sign this application for utility service. I further agree to pay the applicable rates and abide by the terms and conditions as prescribed by city ordinance for all present and future utility service, briefly outlined below:

**OBLIGATIONS OF THE UTILITY**

1. Exercise reasonable diligence and care to deliver a sufficient supply of safe and potable water to customer at an adequate pressure and avoid so far as reasonably possible any shortage or interruption of service.
2. Bill the customer at regular, monthly intervals. Meters are read in the last days of the month. Billings will be mailed by the 5<sup>th</sup> of the month, barring any unforeseen delay.
3. The utility owns and is responsible for all lines, water and sewer, outside the customer's property boundaries.
4. Solid waste collection service shall be provided by the department, which will exercise reasonable diligence to insure uninterrupted service in the event of mechanical breakdown or illness of solid waste personnel. Residential collection is on Tuesday. Dumpster collection is on Tuesday and Friday for twice a week pick up customers.

**OBLIGATIONS OF THE CUSTOMER**

1. Payment in full each month by the due date. The customer is obligated to pay for the services rendered in full by the due date on the statement. Late payments shall be assessed a 0.87% finance charge (10.5% APR) and if not paid, subject to service disconnection.
2. Customer shall not discharge any harmful waters or wastes into the sewer, including any liquid, solid or gas capable of causing obstruction to the flow of the sewers, damage or hazard to structures, equipment or personnel, or other proper operation. Customer shall install interceptors when required for grease, oil, sand or any flammable waste. Discharges requiring further review and approval are listed in Thorne Bay Municipal Code section 13.08.350.
3. Customer is responsible for all connections to water and sewer from their property to the curb stop.
4. Customer is responsible for contacting, in writing, of disconnects, either temporary or permanent, and of any other change in service or billing.

**DEPOSITS & OTHER INFORMATION**

1. Deposits are to be paid in advance of connection to service for water, sewer and garbage. Deposits will be returned to the customer, if account is paid in full, and closed in good standing, upon termination of services. If not they will be applied to account.
2. Garbage pickup is mandatory per municipal code for all water and sewer customers.
3. Please have garbage cans easily accessible for sanitation personnel for Tuesday pickup. Do not park vehicle or other obstacle in a manner that will hinder pickup.
4. All parties agree to comply with Chapter 13 of the Thorne Bay Municipal Code, Public Services, on all matters related to utility services. This and all sections of the code are available for review by the public from 9 a.m. to 4 p.m. Monday through Friday at City Hall, 120 Freeman Drive, Thorne Bay, Alaska.
5. The Utility Clerk is available to answer customer's questions or concerns during the hours and times stated in (4) above. Please contact City Hall at (907) 828-3380 or in person.

**UTILITY AND CUSTOMER AGREEMENT**

We, the undersigned, agree to the terms and conditions set forth in this agreement, which constitutes a contract between us, hereafter referred to as the Customer and the Utility. The Customer further declares all information is true and accurate, to the best of their knowledge. The original of this application is the property of the Utility; a copy of which shall be returned to the Customer at no charge. The customer further certifies that he or she is at least eighteen years of age.

\_\_\_\_\_  
Customer Signature and Date

\_\_\_\_\_  
Utility Clerk or Designee Signature and Date