

TOWN OF ROSEPINE
CUSTOMER UTILITY SERVICE AGREEMENT

- Meter deposit of \$75.00 for owners with proof of ownership.
- Meter deposit of \$100.00 for renters with copy of lease agreement.
- Connection fee of \$30.00 for all new customers. This fee is non-refundable.
- Upon termination of services, deposit monies are to be used to reduce/eliminate any unpaid balance. The remaining amount, if any, will be refunded.
- There is a \$10.00 transfer fee when transferring services to a new account. This amount must be paid prior to services being transferred.
- Utility bills are always due on the 15th of the month. If the 15th falls on a weekend it will be extended to the next business day. Late penalties will be applied to current balances not paid on the 15th.
- Payments in the form of check, cash, money order, credit/debit card and SOFTtelPay (by phone or online) are accepted.
- There is a \$25.00 NSF fee for any returned checks.
- There is a credit card processing fee which is \$1.00 for up to \$100.00 and \$1.00 for each \$50.00 thereafter.
- Utility bills are generated and mailed on or about the first day of the month.
- If the bill is not paid in full by the last day of that month service will be disconnected the very next business day.
- There is a \$40.00 disconnect fee for all accounts that are disconnected for non-payment.
- In order for the services to be reconnected the past due amount plus the \$40.00 disconnect fee must be paid. Only cash, credit/debit cards or money orders will be accepted for services to be reconnected. No checks will be accepted for disconnections for non-payment.
- Customers are allowed a “one time per twelve month” extension. An extension cannot be granted after service has been disconnected for non-payment. An extension request form must be signed.
- Workers that are disconnecting the meter cannot take any form of payment.
- There will be a \$50.00 after hour fee for services to be reconnected after business hours.
- If billing usage is disputed by the customer then a re-read can be done. In the case that the reading is correct the customer will be billed \$10.00. If we find a problem with the reading then the fee will be waved.
- When moving, to have service disconnected, you are required to come into the office to fill out and sign a disconnect form.
- All final bills that go unpaid will be reported to the Credit Bureau Services.

By signing this document, I am agreeing that I am well aware of the Town of Rosepine’s utility policies and I have received a copy of this utility policy agreement.

X _____ Date _____

Please print name here. _____