Village of Sutherland

Utility Account Application

_____ New Service Name Change _____ Disconnect _____

Name: _____ Date: _____

Service Address: _____ Mailing Address: _____

Forwarding Address: _____ (Include city, state and zip code)

Home Phone: _____ Work Phone: _____

Is this a rental property? Yes No If yes, property owners name? _____

Services to be billed: Water Sewer Sanitation Is new service address inside corporate limits? Yes No

Date to begin service: _____ Date to disconnect service: _____

_____ Deposit: $200.00 Date Paid: _____ _____ Reconnect Fee: Date Paid: _____

Billing Procedures and Policies

1. Utility bills are sent out between the 1st and the 3rd of each month.
2. For your convenience, a night deposit slot is located on the east door of the Village Office.
3. Water and Sewer usage are billed on usage between the 1st of the current month and the 1st the following month.
4. Sanitation Services are billed one month in advance. Example: the March 1st bill would include sanitation services for the month of March.
5. Payments not received in the Village Office before the start of business on the 16th of each month, will be assessed a penalty of $25.00.
6. Payments not received before the start of business on the 25th of the month will cause disconnection of services.
7. Should non-payment result in the disconnection of services, a reconnect fee will be assessed to the account. Payment of the reconnect fee, utility billing and penalty must be paid in full in the form of cash or money order, prior to the reconnection of services. No monies may be forfeited to the next billing in the event of disconnection for non-payment.
8. Reconnection requests made after hours will be assessed as a $150.00 reconnect fee. During hours, 7:30 A.M.- 4:00 P.M., the reconnect fee will be assessed as $75.00. Arrangements for payment of funds after hours may be made by contacting the Village Clerk. No reconnect shall occur without payment of all funds due to the Village.
9. All returned checks will be assessed a fee of $50.00. Notice of an insufficient fund check will be sent to the issuer, and 10 days will be allowed for the check to be recovered by the issuer. Failure to recover an insufficient fund check by the appropriate time allowed will result in the disconnection of services for non-payment, and the appropriate fees for reconnection will be assessed accordingly. Should a party submit two or more insufficient fund checks to the Village, all future payments must be made by cash or money order only.
10. Disconnect requests must be made to the Office of the Village Clerk. Failure to do so will result in the forfeiture of the applicable deposits. Customers disconnecting service with the Village of Sutherland will be refunded the applicable deposit upon payment of the final bill for their respective account(s).
11. If you think you have a problem with your sewer, please contact the Village Office before calling a plumber. The Village attempts to keep the mains clean and free of debris. If you call a plumber, you will be responsible for the bill even if the main is the problem. Thank you for your cooperation.

>>>>>>>>>>**TRASH PICKUP IS EARLY TUESDAY MORNING-PLEASE PUT TRASH OUT ON MONDAY**<<<<<<<<<<

****Business hours of the Village Office are 8:30 am to 4:30 pm, Monday through Friday.****

Please retain this form for future reference. If you should have any questions regarding your service, please feel free to contact us:

Village Clerk-Treasurer (308)386-4721 or Utilities Superintendent (308)386-4555

_____ _____

Customer Signature Date