



City of Susanville Finance Department

66 N Lassen Street
Susanville CA 96130

(530) 252-5111 * (530) 257-4725 Fax

Request for Water/Natural Gas Service

Residential

Commercial

Own

Rent

Services Being Requested Deposit Requirements/Connection Fee

Water – Deposit \$75.00 + \$10.00

Natural Gas – Deposit \$200 + \$10.00

Water & Gas – Deposit \$250 + \$15.00

Service Address: _____

Date Service Needed: _____

Primary Name: _____

CO-Applicant: _____

Phone Number: _____

Phone Number: _____

Mailing/Billing Address: _____

Landlord's Name: _____ Landlord's Phone Number: _____

Property Management Company: _____ Phone Number: _____

Credit Information: *Individual(s) Responsible for payment of account:*

I authorize the City of Susanville to conduct a credit check to determine eligibility for a waiver of the required deposit(s) for a fee of \$2.70

(Credit Check eligibility does not apply to business customers)

Primary:

SSN: _____ - _____ - _____ Drivers Lic or ID Number: _____ State: _____

Employer: _____ Work Phone: _____ Email: _____

Co-Applicant:

SSN: _____ - _____ - _____ Drivers Lic or ID Number: _____ State: _____

Employer: _____ Work Phone: _____ Email: _____

Business: *(The Deposit for water and/or natural gas will be the highest monthly bill within a 12 month period for the service address. See backside of page #2)*

Fed Tax ID: _____ - _____ Primary Contact Person: _____ Primary Contact Number: _____

Persons Authorized to Discuss Account information & Alternate Contact for Emergency or Non Payment:

Name: _____ Relationship to applicant: _____ Phone Number: _____

Name: _____ Relationship to applicant: _____ Phone Number: _____

Name: _____ Relationship to applicant: _____ Phone Number: _____

I hereby apply for water and/or natural gas service to be supplied at the premises noted hereon, and to purchase and pay for same in accordance with the rates which shall from time to time be legally in effect, and to conform to and abide by the City of Susanville's rules and regulations in force relating to the purchase of sale of said service. I understand that it is my responsibility to notify the City of Susanville if I no longer wish to receive service, and acknowledge my responsibility for any charges incurred until such notification has occurred under the terms and conditions in effect. Applicant further agrees to pay all bills, in accordance with the City of Susanville's terms of sale. Should suit be brought or legal action taken on same by an attorney or collections, applicant promises to pay a reasonable fee for such action, including all costs or the court, and attorney's fees to the extent found by the court to be reasonable under the circumstances.

Signature of Primary Person: _____

Date: _____

Signature of Co-Applicant: _____

Date: _____

By initialing & signing this application, you are entering into an agreement that the City of Susanville provides your water and/or natural gas service and accept our rules and regulations.

In addition to completing the service application, the City of Susanville requires proof of property ownership or a completed, signed, valid copy of the lease agreement for the property where service is being requested as well as a current driver's license or photo ID.

The City of Susanville can generally provide same day service if arrangements are made before noon or by the next business day if arrangements are made after noon. To insure service is connected when you need it, please make arrangements several days in advance.

Please take the time to provide all requested information to insure that your request can be expedited. Prior to receiving water and/or natural gas service the customer shall provide the City of Susanville with the following fees/deposits:

1. **Deposits:** Upon making application to the City for water/natural gas service, the applicant shall pay to the City a security deposit unless the applicant has met the deposit waiver requirements. Said deposit shall be retained by the City to insure payment of water/gas bills. When service to the applicant is discontinued permanently, this deposit, less any amount still due the City for water and/or natural gas service, shall be refunded without interest. *(Municipal Code 13.08.040.G)*

2. **Commercial Customers:** The deposit shall be equal to the highest monthly bill from the previous 12 months of usage at that address. In no case shall said commercial deposit be lower than "residential" customers. *(Resolution No. 10-4703)*

3. After 12 months of good payment history for homeowners and 36 months of good payment history for renters, that may include no more than one late payment, the deposit shall be credited to the customer's account. Unsatisfactory payment history will result in additional 12 month retention of the deposit by the City. Deposits held by the City do not accrue interest. *(Resolution No. 10-4703)*

4. **Service Connection Fee** The service connection fee shall be applicable to all new service connections, or additions to existing service connections, whether commercial, individual, residential, multiple-dwelling unit (per unit), mobile home parks (per space) development, subdivision or otherwise and must be paid to the City before the service connection or addition can be made. *(Municipal Code 13.08.040 E.2.)*

5. **Non-Pay Disconnect** If your service is disconnected for nonpayment you will be required to pay, not only the past due amount, but also the current balance due and a disconnect/non-pay fine of \$36.00 for either water or gas service or \$45.00 if you have both services. If deposits are not on the account at the time of disconnect they will also be required prior to reconnection.

6. **Late Penalties** Except as otherwise provided by state law and unless otherwise provided in this code or by contract, when fees, bills, or charges for services (including but not limited to water and geothermal) are not paid by the thirtieth day after the billing date, interest at the rate of (10) percent per year shall be imposed and accrue on said debt and/or obligation until paid in full. Said interest accumulations shall be construed as being part of the original debt and/or obligation. *(Prior code § 1.16)(Municipal Code 3.04.010)**Late penalties owed will be added to your next billing cycle but are not required to be paid before reconnecting service.

7. **Delinquent Payments and Penalties** – A lien Upon Real Property Water/Natural Gas charges that have not been paid and any other delinquent rates, charges, and penalties, shall constitute a lien upon the real property served (except that no such lien should be created against any publicly owned property) and such lien shall continue until the delinquent rates, charges, liens and penalties thereon are fully paid or the property sold. *(See Government Code Sections 54354 and 54355.) (Ord. 05-923 § 1 (part), 2005; prior code § 24.160) (Municipal Code 13.08.060 E.)*

8. **Tampering/Covering** It is unlawful to tamper with a water or natural gas meter. In case of tampering, including but not limited to turning on or off of said meter, a fine of \$301.00 will be charged. It is unlawful at any time to cover meter boxes with trash, rubbish, dirt or other foreign matters, to permit vegetation or other shrubbery to grow over meter boxes, or to park automobiles or other vehicles over meter boxes. *(Municipal Code 13.08.080 D.)*

Signature: _____ Print Name: _____ Date: _____

Signature: _____ Print Name: _____ Date: _____

For City Use Only

Acct # _____ WaterMeter # _____ Gas Meter # _____

Verification of Applicant/Co-Applicant Identity Verification of Ownership/Rental Agreement

Deposit paid \$ _____ Cash Check Credit Card Deposit Waived _____ (csr)