



**City of Sergeant Bluff**  
**Application for Utility Service**  
 401 4<sup>th</sup> Street, Sergeant Bluff IA, 712-943-4244

<b>Service Address:</b>		<b>Account #:</b>	
<b>Deposit Required:</b>		<b>Date Service to Begin:</b>	
Cash    Check # _____			
<b>Applicant Name:</b>			
<b>Marital Status:</b>		<b>Spouse's Name:</b>	
<b>Billing Address:</b>			
<b>Home Phone or Cell:</b>		<b>Current Employer:</b>	
<b>Spouse's Current Employer:</b>		<b>Previous Address:</b>	
<b>Previous Utility Company:</b>			
<b>Names of all Adults (18 yrs or older) living at this residence:</b>			
<b>IF RENTAL PROPERTY:</b>			
<b>Owner/Landlord:</b>			
<b>Owner/Landlord Address:</b>			
<b>Owner/Landlord Phone:</b>			

I hereby apply for utility services, for the premises listed above, pursuant to the rules and regulations of the City of Sergeant Bluff. I agree to pay all bills rendered by the City of Sergeant Bluff until I give written notice to the City of Sergeant Bluff to discontinue said utility services. The above referenced deposit is intended to guarantee payment of bills as required for each service connection. An additional deposit may be subsequently required if the deposit is found to be insufficient and the account becomes marked by untimely payments. I understand that this deposit will be applied to my account upon termination of services. If the deposit is less than my final bill, I will promptly pay the balance due. If the deposit is more than my final bill, the City of Sergeant Bluff will refund the credit balance. Additionally, I understand that the deposit will be refunded as a credit to my account only after 12 consecutive months of **prompt** payment (payment made on or prior to the due date).

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Spouse Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***The following information will be kept confidential and is not considered public record:***

<b>Applicant Name:</b>			
<b>Applicant Social Security Number:</b>			
<b>Applicant Date of Birth:</b>			
<b>Applicant Driver's License/Government Issued ID Number:</b>		<b>State of Issue:</b>	
<b>Spouse's Social Security Number:</b>			



**City of Sergeant Bluff**  
**Application for Utility Service**  
 401 4<sup>th</sup> Street, Sergeant Bluff IA, 712-943-4244

**FEES:**

Utility rates are available on the City's website, [www.cityofsergeantbluff.com](http://www.cityofsergeantbluff.com)

*The following fees are subject to change:*

Returned Check Fee:	\$30.00
Red Tag Fee (for delivery of disconnect notices):	\$30.00
Charge to reconnect <b>electric</b> service following disconnection due to nonpayment:	Before 4 p.m.: \$60.00 After 4 p.m.: \$150.00
Charge to reconnect <b>water</b> service following disconnection due to nonpayment:	Before 4 p.m.: \$15.00 After 4 p.m.: \$35.00

CUSTOMER RIGHTS & RESPONSIBILITIES TO AVOID SHUTOFF OF ELECTRIC SERVICE FOR NONPAYMENT

1. **What can I do if I receive a notice from the utility that my service will be shut off because I have a past due bill?**
  - a. Pay the bill in full; or
  - b. Enter in to a reasonable payment plan with the City of Sergeant Bluff; or
  - c. Apply for and become eligible for low-income energy assistance by contacting the Community Action Agency at 274-1610; or
  - d. Give the utility a written statement from a doctor or health care official stating that shutting off electric service would pose an especial health danger for a person living at the residence ; or
  - e. Tell the utility if you think that part of the amount shown on the bill is wrong. However, you must still pay the part of the bill that you agree you owe.
2. **When can the utility shut off my utility service because I have not paid my bill?**
  - a. The utility can shut off service between the hours of 6 a.m. and 2 p.m., Monday through Friday.
  - b. The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.
  - c. The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount.
  - d. The utility will not shut off your service if the temperature is forecasted to be 20 degree Fahrenheit or colder during the following 24 hour period, including the day your service is scheduled to be shut off.
  - e. If you have qualified for low-income energy assistance, the utility cannot shut off your service from November 1 through April 1. However, you will still owe the utility for the service used during this time.
  - f. The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill you agree is correct.

Please initial to acknowledge that you have read the above Customer Rights & Responsibilities: \_\_\_\_\_