

## INFORMATION REGARDING FEES, DISCONNECTION & COLLECTION PROCESSES

### FEES:

Utility rates are available on the City's website  
[www.cityofbloomfield.org](http://www.cityofbloomfield.org)

*The following fees are subject to change:*

<b>Returned for NSF:</b>	\$30.00 + tax
<b>Notify customer of return:</b>	Current Postage Fee + Certified Fees
If two or more checks, bank pays or debit/credit transactions are dishonored within a six month period, the utility shall require future payments to be by cash, cashier's check, money order.	
<b>Late Payment Penalty:</b>	1 ½% all services
<b>Red Tag Fee</b> (for delivery of disconnect posting notices):	\$50.00
<b>Charge to reconnect service(s) following disconnection due to nonpayment:</b>	Before 3pm: \$50.00 After 3pm: \$120.00

Upon termination of services you will have 30 days to pay final bill.  
 If payment is not received in full upon the end of the 30 days you will receive notification that within 10 days your account will be turned over to:  
 The State of Iowa's Offset Program

**ACKNOWLEDGEMENT TO UNDERSTANDING OF DOCUMENT**

Customer Signature:	Date:
Utility Representative:	Date:

## NEW MOVE IN CHECKLIST

<b>Service Address:</b>		<b>Account #:</b>																				
<b>Connection Fee:</b>	Ordinance 602 Chapter 85 85.01 Non-Refundable Utility Connection Fee. There shall be required from every customer of the City of Bloomfield water, gas or electric utilities a one hundred (\$100.00) non-refundable connection fee. Said \$100.00 connection fee shall be collected before any connections to the City of Bloomfield water, gas or electric utilities, provided that such \$100.00 connection fee shall be applicable to the connection of one or more of the City's water, gas or electric utilities and such non-refundable connection fee shall be in lieu of any deposits for water, gas or electric service.																					
<b>2 forms of ID</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">YES</td> <td style="width: 10%;"></td> <td style="width: 10%;">NO</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td colspan="4" style="text-align: center;"><b>Property Owner</b></td> <td colspan="4" style="text-align: center;"><b>Property Renting</b></td> <td colspan="2"></td> </tr> </table>	YES		NO								<b>Property Owner</b>				<b>Property Renting</b>						
YES		NO																				
<b>Property Owner</b>				<b>Property Renting</b>																		
<b>NOTES:</b>																						
<b>Garbage Cart: YES / NO</b>		<b>Recycle Tote: YES / NO</b>																				
Keep informed by checking the note on your statement that tells you of our office closings and when the garbage / recycling is delayed for holidays.																						
<h3>BILL DUE DATE</h3>																						
<b>BILLS ARE DUE ON THE 10<sup>TH</sup></b>	Utility bills are mailed out monthly, on the 18 <sup>th</sup> of every month. Payment is due by the 10 <sup>th</sup> of each month unless the 10 <sup>th</sup> falls on a weekend, in which case, payment is due the next business day by 9AM. WE ARE NOT RESPONSIBLE FOR THE U.S. MAIL DELIVERY. FAILURE TO RECEIVE BILL DOES NOT EXCUSE PAYMENT. We do offer online bill payments online at <a href="http://www.cityofbloomfield.org">www.cityofbloomfield.org</a>																					
<b>Have you previously been a utility customer of the City of Bloomfield?</b>	YES	NO																				
<b>If so, please provide address:</b>																						

#### CUSTOMER RIGHTS & RESPONSIBILITIES TO AVOID SHUTOFF OF UTILITY 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 Bloomfield; or
  - c. Apply for and become eligible for low-income energy assistance by contacting Sieda at 641-664-1911; or
  - d. Give the utility a written statement from a doctor or health care official stating that shutting off electric or gas 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 7am and 2pm, 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 degrees 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 electric or gas service from November 1 through April 1. However, you will still owe the utility for the service used during this time. You will also be responsible to pay for all other utilities that are provided.
- 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.

Service Address:		Account #:	
Connection Fee Required:		Date Service to Begin:	
Billing Address:			
Applicant Name:		Co-Applicant Name:	
Contact #'s:		Contact #'s:	
E-mail:		E-mail:	
Social Security #:		Social Security #:	
Employer Identification # (EIN) (If Applicable)		Employer Identification # (EIN) (If Applicable)	
Driver's License/Gov't ID:		Driver's License/Gov't ID:	
Date of Birth:		Date of Birth:	
Current Employer:		Current Employer:	
Name, SSN, ID's & Signature of ALL Adults (18 years or older) Living at this residence:			
IF RENTAL PROPERTY Owner/Landlord Name & #:			

I hereby apply for utility service, for the premises listed above, pursuant to the rules and regulations of the City of Bloomfield. I agree to pay all bills rendered by the City of Bloomfield until I give written notice to the City of Bloomfield to discontinue said utility service. The above referenced connection fee is intended for service connection of utilities.

By signing below I acknowledge that I have read the Customer Rights & Responsibilities along with the Utility fees on the reverse side of this document.

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

Co-Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Information obtained in this document will be kept confidential and is not considered public record.