

# City of Malvern

## Water/Sewer/Residential Garbage Application

New Account

Name Change

Address Change

**Previous Information:** (Please Print)

Name: \_\_\_\_\_

Spouse: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address/Post Office Box: \_\_\_\_\_

Resident Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

**New Information:** (Please Print)

Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Spouse: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Service Address: \_\_\_\_\_

Date to Start Service: \_\_\_\_\_

Mailing Address/Post Office Box: \_\_\_\_\_

Resident Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Landlord: \_\_\_\_\_ Phone: \_\_\_\_\_

**Deposit:**

Renter: \$100.00

Owner: \$50.00

**Date and time someone will be at the residence to turn water on**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

**OFFICE USE ONLY**

Date Received: \_\_\_\_\_ By (City Official): \_\_\_\_\_

Move In Processed (Date): \_\_\_\_\_ Deposit Applied:

Processed By (City Official): \_\_\_\_\_

## Water/Sewer/Garbage Customer Acknowledgement

**BILLING PROCEDURE** – Water meters are read the second to last week of the month & customers are billed monthly for prior water consumed and waste treated. Residential sewer service billing is based on a set minimum until a winter average for December, January, and February water consumption is set. Business sewer service billing is based on actual water consumption for previous month. The bill is mailed to the customer on the last day of the month and is due by the fifteenth (15<sup>th</sup>) of following month. After the due date the account is considered delinquent & a ten percent (10%) penalty is added to the bill. A disconnect notice is mailed to any delinquent account, to be paid in full by the last day of the same month. Disconnection will serve as thirty (30) day notice of intention to file lien on property. A twenty-four-hour notice will be posted at the residence or business stating the date the water supply will be shut off. A fifteen (\$15.00) administrative fee will be charged to the customer at the time of posting the twenty-four-hour notice. A collection fee of twenty dollars (\$20.00), will be applied to the customer’s account to restore service to a delinquent customer. Landowners may be held responsible for a renter’s unpaid utility bill according to Iowa Code. All curb stops, meters and touch pads/radio read units are to be readily available to access to the City of Malvern for emergencies, disconnects, reading and repairs/maintenance. If it is found that damage to a meter or meter reading component has occurred due to the carelessness or negligence of the customer or property owner, then the property owner shall be liable for the cost of repairs. When a water meter has ceased to register or a meter reading could not be obtained, the quantity of water consumed for billing purposes shall be based upon an average of the prior twelve (12) months consumption.

**AREA OF RESPONSIBILITY OF SERVICE LINES** – Owner is responsible for repairs and maintenance of owner’s water and/or sewer service line’s and appurtenances from the connection at the water/sewer mains to the building, including the curb stop. Service lines and repairs are to comply with all applicable ordinances of the City of Malvern. Owner is responsible for any and all street repair associated with the repair of their service line. If a leak occurs or service piping / appurtenances become out of order, in the area of owner’s responsibility, the owner will be notified by the City of Malvern of the needed repair and completion time period. For water or sewer leaks, the owner has three (3) working days to make arrangements to have the work completed and to notify the City of Malvern of same. Owner may choose to reimburse City of Malvern for arranging leak repair & costs incurred. A maximum 12-month finance plan may be arranged, plus interest, for approved repair reimbursements. If owner does not make repairs or arrangements within the time period, the City of Malvern will arrange for repair or disconnection from main and bill the owner costs incurred. If the cost of a repair is not paid by the property owner, a lien for the cost of repair may be placed on the property. When conditions warrant emergency repairs to avoid hazards or property damage, City of Malvern may choose to arrange leak repair prior to owner consent and the City of Malvern will bill the owner costs incurred. Customer is responsible for all water usage and sewage flow generated from residence or business, regardless if considered normal or unusual, such as plumbing leaks.

I \_\_\_\_\_, being an owner\_\_ / renter\_\_ at \_\_\_\_\_,  
Customer Name (Printed) Property Address

have read these conditions of service and understand my responsibility as a utility customer. I further acknowledge that I will comply with all ordinances of the City of Malvern which are not listed above (which may be reviewed when requested and all subject to changes by proper legal procedures and publication).

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Application Date