



TENANT SERVICE APPLICATION

Documents Required for Processing Application: Rental Agreement and a Valid ID

PLEASE START UTILITY SERVICE FOR: (Please print all information)

NAME _____

SERVICE ADDRESS _____

EFFECTIVE DATE _____ (MON – FRI- ONLY)

MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS):

PHONE # _____ DRIVERS LICENSE # _____ SSN #: _____

A deposit, currently in the amount of \$180.00, will be required at the time of service or in advance of providing service for utility accounts established in the name of renters. In lieu of a renter security deposit, the City of Arroyo Grande will accept a written consent submitted by the property owner requesting that the account be maintained in the name of the owner or agent. By submitting a signed deposit waiver, the property owner assumes the responsibility for any unpaid water invoices. A waiver form is available upon request.

The water deposit, less any outstanding balance, will be refunded by mail following the end of service. Because water deposits are not transferable, a new deposit will be required if the tenant moves to a new location in the City of Arroyo Grande.

FOLLOWING ARE THE OPTIONS FOR PAYMENT OF THE DEPOSIT:

- 1 PAYMENT OF \$180.00 MADE UPON APPLICATION
- 2 PAYMENTS OF \$90 WITH FIRST PAYMENT MADE UPON APPLICATION AND SECOND PAYMENT MADE WITHIN A 60-DAY PERIOD

FINAL DUE DATE FOR THE DEPOSIT TO BE PAID IN FULL _____

FAILURE TO PAY THE DEPOSIT BY THE DUE DATE WILL RESULT IN ADDITIONAL PENALTIES AND/OR DISCONTINUATION OF SERVICE.

I agree to pay all charges for said utility services and comply with all regulations of the city pertaining to such services. I further understand and agree that I shall continue to be liable for said charges until the Department of Finance has received notice from me to discontinue such services.

APPLICANT SIGNATURE _____ DATE _____

ID Verified: _____(Staff Initial)

Copy of Rental Agreement Attached: _____(Staff Initial)

C:\Documents and Settings\kwetmore\Local Settings\Temporary Internet Files\OLKAB\UB-TENANT SERVICE APPLICATION.doc

Approved by AK: 3/1/06
Rev. 6/6/08

Welcome to Arroyo Grande

The following information is provided to help you understand the City's water and sewer service billing and payment procedures. Please read the information provided carefully and don't hesitate to ask our staff for assistance if you have any questions.

➤ BILLING

Accounts are billed based on a two-month billing cycle with the billing date depending upon the service address. The City is divided by Highway 101 to determine West and East Side.

Billing Schedule

West Side	East Side
January 31	February 28
March 31	April 30
May 31	June 30
July 31	August 31
September 30	October 31
November 30	December 31

➤ SECONDARY PARTY NOTICE

If requested, a duplicate past due notice may be sent to a second party of your choice. The designation would remain in effect until a change notice is presented to Utility Billing.

➤ CURRENT BILLING CHARGES

The average single-family residential home (bi-monthly) bill for City utilities is \$158.20. This is based on a bi-monthly use of 3200 cubic feet of water (1 unit of water = 100 cubic feet or 748 gallons). The water portion of this bill is \$47.08 with the balance including Sanitation District at \$21.40, Lopez Treatment & Bonds @ \$72.52 and Sewer Service @ \$17.20.

➤ DUE DATE OF PAYMENTS

All bills are due and payable upon receipt. Any bills not paid by 5:00 PM on the specified due date (30th day following your Billing Schedule date from the previous table) will be considered delinquent. (Municipal Code Chapter 13.04.040)

➤ PAYMENT METHODS

Payments may be made by mail, in person at City Hall (214 E. Branch St.), by deposit in the drop box available outside the City Hall front door, by credit card (Visa, MasterCard or Discover) or by AutoPay Service (APS).

The drop box is emptied periodically during the day with a final pick-up and posting at 5:00 PM.

Autopay is available if you prefer to have your utility payment amount automatically deducted from your bank account. Authorization forms are available from the Utility Billing office at City Hall. Complete the form and submit it with a **voided** check to the Utility Clerk. When processing is completed (approximately 8 weeks), your bill will indicate, "Do Not Pay-Paid by Bank Draft" under Amount Due. The amount due will be deducted on the due date indicated on your statement.

➤ LATE NOTICES

Late notices are sent the first day following the specified due date or the 31st day following the original bill date (see Billing Schedule). At that time, a **10% Penalty** is added to the outstanding amount due. (Municipal Code Chapter (Municipal Code Chapter 13.04.040).

➤ SHUT-OFF & \$30 RESTORATION FEE

Shut-off notices are sent on the forty-first (41st) day after bills are mailed. Accounts not paid by 5:00 PM on the specified due date (10th day following the Shut-Off Notice mailing date) will be turned **off**. Postmarks are not accepted.

A \$30.00 restoration fee will be added to accounts that are unpaid by 5:00 PM of the final due date whether or not the water is physically turned off.

Customers who call to make special payment arrangements will not be charged the \$30.00 restoration fee.

➤ **RETURNED CHECKS**

Payment for returned checks must be taken care of in person at City Hall. Please do not mail or drop these types of payments in the drop box. A \$25 charge will be added to all returned checks.

➤ **NON-DELIVERY OF BILL**

Late or non-delivery of utility bills by the post office **does not** void the utility billing and payment policies. If the post office has not delivered your bill by the 15th day following your bill date shown in the Billing Schedule table, please contact the Utility Billing office at 805-473-5438.

➤ **NEW ACCOUNTS**

A deposit, currently in the amount of \$180, will be required in advance of providing service for utility accounts established in the name of renters. In lieu of a renter security deposit, the City will accept a written consent submitted by the property owner requesting that the account be maintained in the name of the owner. The deposit will also be waived if the property owner assumes, in writing, the responsibility for any unpaid water invoices. (Municipal Code Chapter 13.04.030)

A \$15 fee is charged to set up new accounts. This charge offsets the costs incurred by the City to program the utility billing system, the meter reading devices, and the cost of City personnel to turn on the water. This is a non-refundable, one-time fee.

➤ **BILLING APPEALS PROCESS**

A Utility Billing Adjustment Committee (UBAC) is available for customers requesting billing adjustments or clarifications. A letter or other formal written request must be made by the second Monday of the month. Please address this request to UBAC at 214 E. Branch St., Arroyo Grande, 93420. The UBAC consists of the Director of Finance, Public Works and Community Development representatives. The committee meets at 3:00 PM on the fourth Thursday of each month. For further information regarding the appeals process, call the Utility Billing Department at 805-473-5438.

CITY OF ARROYO GRANDE



BILLING AND PAYMENT POLICIES FOR WATER AND SEWER UTILITIES

Revised September, 2006