



APPLICATION FOR RESIDENTIAL UTILITY SERVICES

Applicant Information			
Last Name		First Name	
Drivers License Number	Issuing State	Date of Birth (mm/dd/yyyy)	SSN / FEIN
Employer Name	Primary Phone		Alternate Phone

Co-Applicant Information			
Last Name		First Name	
Drivers License Number	Issuing State	Date of Birth (mm/dd/yyyy)	SSN / FEIN
Employer Name	Primary Phone		Alternate Phone

A spouse is never presumed to be a co-applicant. All parties must be added and present a photo ID at the time of application. No information may be shared with anyone that is not listed on this application

Service Location			
Service Address			
Account Type: <input type="checkbox"/> New Account <input type="checkbox"/> Transfer Account <input type="checkbox"/> Additional Account			Possession Date (mm/dd/yyyy)
Mailing Address (if different from Service Address)	City	State	ZIP

Rental Properties: Please provide this information if you are a tennant at the sevice address.			
Landlord Name			Contact Number
Landlord Address	City	State	ZIP

Service Transfer: Fill in only if you are transferring an existing service	
Previous Service Address	
Name on Existing Account	Date to Terminate Service (mm/dd/yyyy)

Paperless Billing Registration: Provide information only if you wish to enroll in paperless billing.

Registration Information	
Name of Account Holder	
Service Address	Utility Account Number
E-Mail Address	<input type="checkbox"/> E-Mail Statement Only <input type="checkbox"/> E-Mail & Paper Statement

Automatic Payments: If you would like to register for automatic payments of your utility fees, please provide the following information, if you do not wish to have payments automatically withdrawn from your account, skip this section. Please note that service fees are associated with all electronic payment methods. Fees and terms can be found on at www.townofwhiteland.com

Automatic Payment Registration	
Bank Name	
Routing Number	Account Number
Type of Account <input type="checkbox"/> Checking <input type="checkbox"/> Savings	Password

Use only numbers and letters for your password, special characters are not permitted, if the password is not provided, the Town cannot enroll your account in automatic payments.

Emergency Contact: The Town of Whiteland has implemented a system for contacting residents in the event of an emergency such as boil water advisories, road closures, etc. Please choose your preferred method of contact for emergency information.

Emergency Contact Preference (Choose One)	
<input type="checkbox"/>	E-Mail Address
<input type="checkbox"/>	Telephone
<input type="checkbox"/>	Text Message
<input type="checkbox"/>	Opt out of Emergency Contact Program

In consideration for receiving water, sewer, and / or trash service from the Town of Whiteland at the above location, I hereby acknowledge responsibility for payment of service billing. Accounts are billed on a monthly basis and payment by the indicated due date is required to prevent interruption of service. Also, failure to receive a bill does not excuse payment or penalties. I am responsible for water, sewer, and / or trash service until the account is closed.

Applicant Signature *Date (mm/dd/yyyy)* *Co-Applicant Signature* *Date (mm/dd/yyyy)*

Office Use Only				
Received / Completed By			Date	
Deposit Amount		Payment Type: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Credit / Debit Card		
Customer Account Number	Code	Route	Page Number	Trash Code
Meter ID Number	Storm Code	Fire Hydrant Code	Reading	

TERMS AND CONDITIONS

Deposit: The Town of Whiteland requires a deposit on rental / lease accounts. Deposits are \$150.00 per account, per location. The deposit will be applied to the resident's final utility bill, unless zeroed or full amount is not used, in such case an amount will be refunded back to the resident. Furthermore, it is the responsibility of the customer to give notification to the Town when services are no longer desired. The resident is responsible regardless of occupancy status. The Town of Whiteland is not responsible for loss of bills.

Billing Cycle: Bills are issued on a monthly basis. The billing date is the 20th of each month, unless the 20th falls on a weekend, in which case the billing date will fall on the next business day. Due dates are not adjustable.

Payment Options:

- Mail payment to the Utility Office at the address provided on the bill.
- Secure drop box located at Town Hall (549 E Main St)
- In person during regular business hours.
- Online at www.townofwhiteland.com

Payment Terms:

Failure to receive a bill does not exempt penalties or disconnection for non-payment. The Town is not responsible for late remittances made thru the mail.

Late Penalty: A late penalty of 10% of water charges and 10% of sewer charges will be added to your current bill amount if not paid in full by 8:00 AM on the day following the due date.

Disconnect Policy: All accounts will receive a Final Notice of Disconnection tag one (1) day prior to the disconnect day. If payments have not been made, or arranged, by 9:00 AM the next day, services will be disconnected. Service will be reconnected after payment of the delinquent balance and a reconnection fee of \$50.00, or \$75.00 after normal business hours.

Returned Payments: All returned checks will be charged a \$35.00 fee. When notice is received of a returned check, a "Returned Check Notice Tag" will be placed on the property. The account balance plus the returned check fee must be paid within seven (7) days of receiving notice or services will be disconnected.

Termination of Service: Only an account holder listed on the account may terminate service. Verification of account information will be required prior to termination. Service will be terminated the next business day, or at a later date as requested, excluding weekends and holidays.

A final reading will be taken on the requested termination date and a final bill, or deposit refund, will be mailed to the forwarding address provided.

Reinstated Service: Accounts with outstanding balances will be required to pay the entire balance before service is reinstated or a new service can be established. Additional deposits may be required at the time of reinstatement.

Water Leak Policy: If a water leak is found on the customer's side of the meter, it is the customer's responsibility to have the leak repaired immediately. The Town of Whiteland has the right to turn water service off until such time the customer repairs the leak. A leak adjustment may be granted after evidence is provided and confirmed that the leak has been repaired.

Hours of Operation: Normal business hours for the Utility Office are:

Monday thru Friday
8:00 AM - 12:00 PM
1:00 PM - 5:00 PM

Offices are closed for lunch between 12:00 & 1:00 PM

For more information please visit our website:

www.townofwhiteland.com

Or contact our office at 317.535.5531