



Town of Whiteland
549 Main Street
Whiteland, IN 46184

Application for Residential Utility Services

Applicant Information

Last Name: _____ First Name: _____ SSN: _____

Drivers License/State: _____ DOB: _____ Email: _____

Employer: _____ Home/Cell Phone: _____ Work Phone: _____

Co-Applicant Information

Your spouse is **NOT** presumed to be a Co-Applicant. They **MUST** be added and present and I.D. at application time. No information will be shared unless they are on this application.

Last Name, First: _____ SSN: _____ Relation: _____

Drivers License/State: _____ Contact Number: _____

Service Location Information

New Account: _____ Homeowner or Tenant Transfer Account Additional Account Possession Date: _____

Service Address: _____ Zip Code: _____

Mailing Address (If different from Service Address): _____

City/State: _____ ZIP Code: _____

If Tenant at Service Location

Landlord Name: _____ Landlord Address: _____

Landlord Phone Number: _____

If Transferring Services

Did you have Whiteland Utility services previously? **YES / NO** If yes, under what name? _____

What was the prior address? _____

What date would you like to terminate your current account? _____

In consideration for receiving water, sewer and/or trash service from the Town of Whiteland, Indiana, at the above location, I hereby acknowledge responsibility for payment of service billings. 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 bill in the mail does not excuse payment or penalties I am responsible for water/sewer and/or trash service until the account is closed.

I have read and agree to the terms and conditions. I further understand that applications will not be processed without appropriate identification, documentation and payment.

Signature: _____

Co-Applicant Signature (if any): _____

Date: _____

Date: _____

Paperless Billing Registration

Name(s): _____

Service Address: _____

Phone: _____

- Email Statement only
- Email and Paper Statement
- Paper Statement only

Email: _____

Notice:

Failure to receive bill does not excuse payments of penalties.

Signature: _____

Date: _____

Emergency Contact List Sign Up

The Town of Whiteland is implementing a program for contacting residents in EMERGENCY situations such as Boil Alerts, Road Closures, etc. **Please choose only ONE preference for contact information.**

Email address: _____

Phone call: _____

Text: _____

For Office Use Only

Received / Completed By: _____ Date: _____

Deposit \$: _____ Payment Type: Cash Check Money Order Credit/Debit Card

Customer Account #: _____ Code: _____ Route: _____ Page #: _____ Meter ID #: _____

Fire Hydrant Code: _____ Trash Code: _____ Storm Water Code: _____ Reading: _____

GovTeller Online Payments Sign Up (Optional)

The Town of Whiteland has partnered with a new company, GovTeller (US Merchants), for our online payments processing. This allows for easier processing of payment for your utility bills. With GovTeller you can choose to pay your bill via, ACH from a debit/credit card or a checking/savings account, recurring, ACH, and eCheck. With this new product, you will be able to sign in to your account via the online website, which can be reached through our website, www.townofwhiteland.com, and the link on the right-hand side for GovTeller.

Consumer Fees

All Visa/MC/Discover Cards: \$0.01-\$60.00 = \$1.50
Over \$60.01 = 2.49%
All American Express Cards: 3.5% + \$1.50
ACH/eCheck: \$1.50

Charge back/Return Fees

| | eCheck | Visa/Master Card Credit and Signature Debit | All other Card Types |
|---------------------|---------------|--|---------------------------------|
| Insufficient Funds: | \$5.00 | \$0.00 | \$0.00 |
| Chargebacks: | \$5.00 | \$25.00 | \$25.00 |

Sign and complete this form to authorize Town of Whiteland to set your utility account up for GovTeller billing.

Date: _____ **Account #:** _____

Name(s): _____

Address: _____

If you would like Autopay, please fill out the following information:

Routing #: _____ **Account #:** _____

Type of Account: ___ **Checking** ___ **Savings**

Password: _____

***No special characters, only letters and numbers.**

***The password portion is important to fill out. This is needed for the utility clerk to put in the utility billing software system to be exported to GovTeller for you to be able to log on to your account.**

Signature

Date



Terms & Conditions

Deposit: Town of Whiteland requires a deposit on a 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, amount will be refunded back to the resident. Furthermore, it is the responsibility of the customer to give notification to the Town of Whiteland when services are no longer desired. The resident is responsible regardless if the resident continues to occupy the premises. The Town of Whiteland is **NOT** responsible for loss of bills.

Billing Cycle: Bills are issued on a monthly basis. The billing date is always the 20th of every month unless the 20th falls on a weekend, then it will be the next business day. Due dates are **NOT** adjustable.

Payment options:

Mail to address listed on bill
Office Drop Box 24/7 (outside of main doors)
In-person at our office during regular business hours
Online at www.townofwhiteland.com
Credit or Debit Card

Payment terms: Failure to receive a bill does **NOT** exempt penalties or disconnection for non-payment. We are not responsible for late remittances made through the mail services.

Late Penalty: A late penalty of 10% of water charges and 10% of sewer charges will be added to your current bill amount, if bill not paid by 8:00 a.m. the day after the due date.

Disconnect Policy: All accounts will receive a Final Notice of Disconnection tag 1 day prior to the disconnect day. If payments have not been made or arranged by 9:00 a.m. by the next day services will be disconnected. Service will be reconnected after the delinquent balance is paid and a reconnect fee of \$50.00 during business hours or \$75.00 after hours is paid.

Returned Payments: Returned check payments will be charged a \$35.00 fee. Once notice is received from the bank, a Returned Check Notice tag will be hung and amount plus fee must be paid within 7 days of receiving notice or services will be disconnected.

Terminate Service: Only an accountholder listed on an account can terminate service. Verification of personal identifying information will be required. Service will be disconnected the next working day or at a later specified date, excluding weekends and holidays.

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

Reinstated Service: Accounts with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required.

Water Leaks 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 off until the customer can have the leak repaired. Water should be turned off when not in use until repair is complete. A leak adjustment *may be granted after* evidence and confirmation of repairs are made.

Hours of Operation: 8:00 a.m. to 12:00 p.m.
Closed for lunch from 12:00 p.m. to 1:00 p.m.
1:00 p.m. to 5:00 p.m.

For more information please visit our website:
www.townofwhiteland.com
Or, contact us at the office at 317-535-5531