



439 West Utah Avenue • Payson, Utah 84651
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utilities@payson.org

New Residential Customer Set up Form

Set Up Date \_\_\_\_\_ Utility Account No. \_\_\_\_\_

Circle One: Owner Renter Mobile-Home-Owner Mobile-Home-Renter Landlord Realtor

Name \_\_\_\_\_ SSN \_\_\_\_\_ Phone No. \_\_\_\_\_

Service Address \_\_\_\_\_ Mailing Address \_\_\_\_\_

Email \_\_\_\_\_

Customer Driver's License No. \_\_\_\_\_ State \_\_\_\_\_ Birth Date \_\_\_\_\_

Employer \_\_\_\_\_ Address \_\_\_\_\_

Co-Applicant Name \_\_\_\_\_ SSN \_\_\_\_\_ Birth Date \_\_\_\_\_

Co-Applicant Email \_\_\_\_\_ Phone # \_\_\_\_\_

Co-Applicant Driver's License No. \_\_\_\_\_ State \_\_\_\_\_

Co-Applicant Employer \_\_\_\_\_ Address \_\_\_\_\_

Emergency Contact #1: \_\_\_\_\_ Phone # \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Emergency Contact #2: \_\_\_\_\_ Phone # \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Have you and/or your spouse ever had an account with Payson City? \_\_\_\_\_ Yes \_\_\_\_\_ No

If YES, under what name? \_\_\_\_\_ Date From \_\_\_\_\_ To \_\_\_\_\_

Names of all adults living in the household:
\_\_\_\_\_

I/We have read the information on the second page of this application. I/We understand and agree to the terms outlined.

Customer Name (Signature) \_\_\_\_\_ Date \_\_\_\_\_

Customer Name (Print) \_\_\_\_\_

Co-Applicant Name (Signature) \_\_\_\_\_ Date \_\_\_\_\_

Co-Applicant Name (Print) \_\_\_\_\_

\*\*\* FOR OFFICE USE ONLY \*\*\*
Recycling: [ ] YES [ ] NO [ ] Can There [ ] No Can There [ ] Put on Toter List \_\_\_\_\_
Garbage: 2 Garbage Cans [ ] YES [ ] NO Keep Both [ ] YES [ ] NO [ ] Service Order # \_\_\_\_\_
New Construction Home: C of O [ ] YES [ ] NO Landlord Agreement: [ ] YES [ ] SENT \_\_\_\_\_
Notes: \_\_\_\_\_
SO # \_\_\_\_\_
Collections [ ] Yes [ ] No
[ ] Name Change Only
[ ] Transfer Deposit from
Acct # \_\_\_\_\_
Taken By \_\_\_\_\_
Previous Cust # \_\_\_\_\_ Already Final Billed [ ] YES [ ] NO LL Acct # \_\_\_\_\_

## Payson City Customer Terms and Conditions:

The undersigned, hereinafter referred to as **Customer**, applies to **Payson City Corporation**, hereinafter called **City**, for utility services. In consideration of the rendering of such services the Customer agrees, warrants, and grants as follows:

### **APPLICATION FEE: \$30 for each Residential account**

**RESIDENTIAL DEPOSIT: \$150.** Residential deposit may be waived if resident signs up for Payson City's direct pay program. If a return payment occurs, resident will be removed from direct pay program and required to pay \$150 deposit within 14 calendar days of being notified of return payment. Non-payment will result in discontinued services until deposit and balance due are paid. Homeowner deposits will be applied to utility account after six (6) consecutive months of full payments, made on or before the due date. Renter's deposits on file will be held and applied to the final bill.

**PAYMENT: The applicant agrees to pay monthly for the utility services rendered by Payson City Corporation. Services generally include electric, water, sewer, garbage, recycling, pressurized irrigation (PI) and storm drain. Charges for service will be made at the regular established rates for the class of service applicable to the applicant.**

**CONTESTED BILLINGS: It is the responsibility of the utility customer to review their own utility bills and verify the services they are being billed for are accurate.** This includes reviewing the number of garbage cans, recycling cans, usages, etc. All utility bills issued to utility customers shall be deemed to be correct if they are not disputed by the utility customer within ninety (90) days from the issuance thereof. **If you wish to order or have a can picked up, please call the utility billing office.**

**RETURN PAYMENTS: A \$20 fee will be assessed to each return payment.** All forms of return payments are subject to the \$20 fee. The \$20 fee may be waived on return payments due to fraudulent bank activity, upon submission of proof of fraud.

**DELINQUENCY AND COLLECTIONS: Payment for services is due upon billing and shall become delinquent if not paid by the due date on the bill.** A penalty of 5% per month of the unpaid balance will be added to delinquent accounts. The applicant agrees to pay reasonable attorney fees and court costs and pay the actual collection fee as assessed by the collection agency up to a maximum of 40% in the event collection becomes necessary. Customer agrees if this location is a commercial establishment, the person(s) signing this agreement is (are) held personally liable for charges. Customer agrees to pay a service fee as set by the fee schedule if the account is on the Tag-List and/or Shut-off List.

**SERVICES: Services shall be provided in accordance with State Law and municipal ordinances and resolutions as requested on the setup form at rates established by ordinance or resolution of the Payson City Council,** provided that Payson City shall not be responsible for failure to deliver services by reason of strikes, accidents, acts of God, weather conditions, natural disasters, whether declared or undeclared, State or other governmental regulation, or any other act or contingency beyond the City's control. In the event the house is vacant, customer may request services be shut off until such time as it is occupied again; however, pressurized irrigation fees and storm drain fees must be paid even when the premise is vacant. Payson City **requires free unobstructed access to electric and water meters at all times.**

**RECYCLING:** Payson City participates in curbside recycling. The service is billed monthly and the recycling can is emptied bi-weekly by Republic Services, a third party vendor. As a new customer, you can choose to participate in or to opt out of the recycling program. If you choose to participate and later decide you would no longer like to participate in the recycling program, **an opt-out period is offered once a year in October,** and requires an opt-out form to be submitted before the end of the opt-out period. Opt-out form is available on the PaysonUtah.org website and included in the October utility bill.

**CHECK CONVERSION: When you provide a check as payment, you authorize Payson City to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.** When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment and you will not receive your check back from your financial institution. For inquiries, please call Payson City at 801.465.5200, press 0.

**By checking this box, I/We agree to have read and agree to all terms and conditions listed above.**