



APPLICATION FOR RESIDENTIAL UTILITY SERVICES

PLEASE SUBMIT ID WITH APPLICATION FOR ALL APPLICANTS

Applicant Information			
Last Name		First Name	
Driver's License Number	Issuing State	Date of Birth (mm/dd/yyyy)	SSN/FEIN
Employer Name	Primary Phone		Email Address
Co-Applicant Information			
Last Name		First Name	
Driver's License Number	Issuing State	Date of Birth (mm/dd/yyyy)	SSN/FEIN
Employer Name	Primary Phone		Email Address

A spouse is never presumed to be a co-applicant. No information may be shared with anyone that is not listed on this application

Service Location			
Account Type: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant			Possession Date (mm/dd/yyyy)
Service Address			
Mailing Address (if different from Service Address)	City	State	Zip

If Tenant at Service Location * \$150 Rental Deposit required before move-in			
Landlord Name		Phone Number	
Landlord Address	City	State	Zip

Utility Bills and Automatic Payments: Your first bill for the Town of Whiteland will be a paper bill.

If you would like to register for ebills and automatic payments of your utility charges or would like to pay online, you will need to visit www.townofwhiteland.com and register for online bill pay.

For more information about the automatic billing options, please contact the Utility Office.

Emergency Alerts: 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. If you would like to sign up for emergency alerts from the town, you will need to register your email or phone number with the Utility Office. We also post emergency information on our website and Facebook page.

Town of Whiteland Emergency Alert Preference (Choose Email and/or text/phone)		
<input type="checkbox"/>	E-Mail Address	
<input type="checkbox"/>	Telephone	
<input type="checkbox"/>	Text Message	Sign up for text alerts by texting ALERT to 22300
<input type="checkbox"/>	Opt-out of Emergency Contact Program	

In consideration for receiving water, sewer, stormwater, fire hydrant 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, stormwater, fire hydrant and / or trash service until the account is closed.

**By typing my name below, I understand and agree that this form of electronic signature has the same legal force and effect as a manual signature.*

*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	Sequence	Trash Code
Meter ID Number	Storm Code	Fire Hydrant Code	Reading	

TERMS AND CONDITIONS

Rental 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 due date is the 20th of each month, unless the 20th falls on a holiday/weekend, in which case the billing date will fall on the next business day. Due dates are not adjustable. We bill two months behind.

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 through 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 business day following the due date.

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

Returned Payments: All rejected payments will be charged a \$35.00 fee. When notice is received of a rejected payment, a "Returned Check Notice Tag" will be placed at the property. The account balance plus the rejected payment fee must be paid within three (3) business days of receiving notice or services will be disconnected.

Termination of Service: A disconnect form must be completed. 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 later as requested, excluding weekends and holidays.

A final reading will be taken on the requested termination date, excluding weekends and holidays. A final bill or deposit refund will be mailed, two months after move-out, 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 at the service address. 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 and is eligible for an adjustment on some charges.

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

Monday - 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