City of Somerton
Utility Service Application

☐ New Water Service ☐ Transferring Services Date: _____ Time: _____

Primary Customer: _____

Primary Telephone No: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

E-mail Address: _____

Secondary Customer: _____

Secondary Telephone No: _____

Current/Previous Service Location

Have you ever had a water account with the City of Somerton? _____

When: _____ Service Address: _____

New Service Location

Service Address: _____

Service Start Date: _____

Are trash and recycle containers on the property? _____
(City of Somerton does NOT provide garbage services in Rancho Mesa Verde and Orange Grove)

Notes: _____

Utility Account Agreement
*Customer must read and initial all lines *

_____ Only customers that are listed in the account may request details and/or information regarding their account. This may include details/information about account balances , payment histories, account changes/updates etc.

_____ It is customer's responsibility to contact the Utility Department in regard to updating any contact information (i.e mailing address, phone number)

_____ It is also customer's responsibility to contact the Utility Department if there are any changes to online payment methods within the account (i.e new card, canceled/expired/lost card, banking accounts)

_____ Utility Bill Statements are generated the first week of every month and are due the 15TH of every month.

_____ Customers are given a 5-business day grace period after the 15th of the month , to make utility account payments without any delinquent fees.

_____ Not receiving the utility bill statement in the mail, email , etc. IS NOT reason for account non-payment

All Returned Payments/ Non-sufficient funds from an account, will inquire a $36 fee that will be charged to the account automatically to the next billing cycle

_____ Extensions will not be granted on past due accounts.

_____ If a past due balance is not paid by the end of the grace period, a $40 delinquent fee will be assessed automatically to the next billing cycle. The $40 delinquent fee will not be waived under any circumstances.

If a delinquent account is shut off, we cannot guarantee the water service will be turned on for at least six hours after payment is received. If payment is received after 3:00 pm we cannot guarantee services will be turned on until the next business day.

After-Hour Service Charge: Accounts that request to reestablish disconnected services due to non-payment to the Water Stand-by line after business hours , will be assessed a $60.00 service fee.

_____ If a payment is submitted online through Xpress Bill Pay for a shut off account, it is the customer's responsibility to notify City staff that a payment has been submitted and services may be reconnected.

_____ It is the customer's responsibility to submit a Service Cancellation Form to the City – Utilities Department once services are no longer necessary. Account Balance must be cleared BEFORE the account can be finalized and closed.

_____ If a Cancellation Form is not submitted after 6 months of service suspension from lack of payment the account will be closed, a final bill will be issued, and the customer will be responsible for the entire balance on the account prior to reconnecting services. Fees associated with finalizing the account will not be waived.

Primary Customer Signature Date

Secondary Customer Signature Date

Transferring Services (Internal Use)

When transferring services, the current account balance and deposit (if any) will be transferred to the new account.
Transferring from account number _____ to account number _____

Internal Use Only

Utility Deposit Received by: _____

Meter Reading: _____

Meter Read By: _____ Meter Number: _____

Reading Requested: _____
STAFF NAME DATE TIME

Reading Received: _____

Customer Set Up by: _____ Date Completed: _____

Account Number: _____