



RESIDENTIAL SERVICE APPLICATION AGREEMENT

(SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS)

Location Address: _____ Date: _____

Applicant #1 Name: _____ Phone #: _____

Mailing Address (if different): _____

Social Security #: _____ Driver's License #: _____

Email address: _____ Date of Birth: _____

Have you ever had service with the City of Sylvester? Yes _____ No _____

If yes, previous service address: _____ Would you like to receive an E-bill? _____

Employers Name & Address: _____ Yes _____ No _____

Applicant #2 Name: _____ Phone #: _____

Social Security # _____ Driver's License #: _____

Email address: _____ Date of Birth: _____

Have you ever had service with the City of Sylvester? Yes _____ No _____

If yes, previous service address: _____

Employers Name & Address: _____

Service(s) Requested:

_____ Electricity _____ Water _____ Garbage Pick-up
_____ Natural Gas _____ Sewer

Do you _____ Own or _____ Rent your residence?

Landlord's Name: _____

Owners must provide a copy of proof of ownership (i.e., warranty deed, settlement agreement, quit claim deed, Administrator's Deed, or Executor's Deed [which must have physical address on document]).

Renters must provide a copy of completed legal lease agreement from the property Owners. Applicant's name and signature must be on the lease to establish services in applicants name(s).

I understand that I am responsible for and agree to pay all charges I incur with the City of Sylvester. I understand if my account becomes delinquent, the City of Sylvester has the authority to impose late, collection, court processing, and/or attorney fees, and I will be responsible for payment of these additional fees.

Applicant #1 Signature _____ Date _____

Applicant #2 Signature _____ Date _____

Office Use Only

CSR Signature _____ Date _____



CUSTOMER UTILITIES TURN-ON AGREEMENT

 I understand and agree that the City of Sylvester will turn on the utilities during my absence. I also understand
Initials and agree that I am responsible for turning off the valves and switches to all utilities, including but not limited to,
all gas appliances, all water faucets, clothes washer, and all electric power switches before utilities are turned on.

 The City of Sylvester will not be responsible for any damage that may be caused as a result of my being absent
Initials and/or my failure to turn off valves or switches at the address.

 I understand and agree that should there be the need for the City of Sylvester to make a second trip because of
Initials any valves or switches being left on/open, I will be subject to a \$35 trip charge.

Applicant #1 Signature

Date

CSR Signature

Date



Home of the "Peanut Capital of the World"

Utility Application Instructions

Attention Utility Applicant,

Below are the following documents required to establish utility service with the City of Sylvester. Please be sure to fill out all documents completely to ensure timely processing.

- Service Application Agreement with attachments
- Utility Services Terms and Conditions (for review/your records only)
- Owners must provide copy of proof of ownership (i.e., warranty deed, settlement agreement, quit claim deed, Administrator's Deed, or Executor's Deed [which must have actual physical address on document])
- Lease Agreement
 - If renting/leasing this form needs to be completed by the Land Lord or property manager.
- We will also need a copy of the applicant's/agent's driver's license or state issued picture identification. (I.D. cannot be faxed or emailed.)
- Utility deposits for residential customers may be waived, at the discretion of the City of Sylvester, depending upon Credit Check.

After sending your application and all necessary documents, contact us to pay deposits and service fees. Please be aware there is a \$3.00 convenience fee for debit/credit card payments.

The application, letters of credit, and any other communications mentioned can be faxed to 229-776-8519 or emailed to customerservice@cityofsylvester.com.

The City of Sylvester looks forward to servicing your utility needs.

For Further Assistance Call ~ 229-776-8505

**CITY OF SYLVESTER
UTILITY SERVICES
TERMS AND CONDITIONS**

Service Address _____

Customer _____

PAYMENTS

Customers are billed monthly for utility services. Customers will be allowed to pay their utility bill in partial payments each month up to the cut-off date. While partial payments will be accepted, the entire bill must be paid in full by the due date to avoid late fees; the entire bill must be paid in full by the cut-off date to avoid collection, non-payment processing fees and disconnection of services. Furthermore, if the utility bill is not paid by the cut-off date, the account is subject to the City's usual cut-off policy (see section after Disconnection of Utility Services and Non-Payment Processing Fees).

LATE FEES

Late fees will be assessed a charge of \$5.00 for all amounts due, when not paid by the due date, for the billing period in which the charges were incurred.

SECURITY DEPOSIT

The City of Sylvester requires a security deposit for all types of service connections. The amount of the required deposit is determined by the currently in-force chart of "Service Deposit Requirements." This chart documents the deposit requirements for residential customers based upon the services they desire and their credit standing. The credit standing is determined when the customer applies for new service or transfers service.

The City will refund security deposits following discontinuance of service. When service is discontinued, the amount of the deposit, without interest, will be credited on the final bill to the customer. The excess, if any, shall be paid to the customer's forwarding address or to the last known mailing address. Deposits on delinquent accounts shall be used to liquidate delinquent utility bills.

TERMINATION OF SERVICE

Utility service may be disconnected by the City of Sylvester for any of the following reasons:

- Customer request
- Emergencies, repairs and maintenance
- Unauthorized use, tampering
- Unsafe conditions
- Non-payment

UTILITY LINES/PIPING/METERING EQUIPMENT

OWNERSHIP

All meters, service lines, poles, transformers, outdoor lights, or other equipment associated with establishing utility service to the Customer premise are the property of the City of Sylvester. Lines and equipment after/beyond/downstream of the utility meter is the property and responsibility of the homeowner. Sewer lines, from the house to the road right of way, are the property and responsibility of the homeowner.

CUSTOMER BURIED GAS PIPES

Any and all gas pipe downstream of the gas meter belongs to you, the gas consumer. The gas consumer is responsible for maintenance and operation of this portion of the fuel line system. The City of Sylvester does not own the gas line beyond the gas meter; therefore, we do not routinely maintain or locate fuel lines. All buried gas piping should be, periodically inspected for leaks and periodically inspected for corrosion (if piping is metallic). If any of unsafe condition is discovered, the piping should be repaired, replaced or shut off immediately. Commercial plumbers and/or heating contractors may be contacted if and when gas fuel lines need attention. Buried gas piping should be located and marked in advance before any excavating is performed near the pipe. Excavating near the buried gas pipes should be done by hand.

DIGGING OR EXCAVATION ALONG RIGHT-OF-WAY AND AROUND UTILITY LINES

The Customer will take reasonable precautions to protect the City's utility property/equipment. Before doing any excavations or major outside construction, they will call the Utilities Protection Center (phone 811). Excavating near underground utilities should be done by hand. The City of Sylvester reserves the right to charge for necessary repairs or replacement of utility property/equipment damaged or loss due to negligence.

TAMPERING

Unauthorized use, misuse, or tampering will result in disconnection of service immediately. The offender may be subject to prosecution. Estimates of usage and damage shall be billed.

Flagrant unauthorized use or tampering may also result in the removal of utility service lines and measuring device from the premises. Reconnection would be subject to all back payments, damages, penalties, and reconnect fees.

Customer Signature _____

Date _____

Disconnection will occur at the measuring device by means of valves, insulating boots, locks and/or the removal of the measuring device to terminate the service to the premise.

Non-Payment Customers are subject to disconnection of service for any of the following reasons:

- Failure to pay or make deferred payment arrangements acceptable to the City
- Failure to comply with deferred payment arrangement
- Failure to pay required initial deposit
- Failure to pay as a result of returned check/insufficient funds or third-party arrangements.

Every attempt will be made to work with the customer to avoid service disconnection.

Only the customer whose name appears on the service application can change/terminate the service. Changes or discontinuance of service may be submitted in writing via customer service or by phone. When making a request by phone, the customer must provide the account number and last 4 digits of the social security number to help verify their identity. In the event the customer is no longer available, an affidavit from the landlord can be used to terminate service.

Any customer moving from the City service territory must notify the City at least one day in advance of the date they wish services to be disconnected or no later than 2:00 p.m. on the same day they would like services disconnected. **No disconnects will be made on the weekends or holidays.**

After the disconnection, the City will render a final usage bill based upon the readings at the time of disconnection. Note that timing of the normal billing for the location may mean that you will receive two more bills due and payable to the City after the disconnection date.

Any customer requesting the City to disconnect services will be required to provide a forwarding address and telephone number.

Failure to notify the City to discontinue service when you vacate the property will result in continued utility service, and bills. You will be responsible for all charges incurred until the services are ordered off.

REASONABLE ACCESS

The Customer agrees to provide safe, unobstructed access at all times to all utility lines, equipment and meters on the property. Structures or equipment may not be placed over utility lines, equipment and meters. Shrubs, bushes and/or undergrowth will be kept clear of underground utility lines, equipment and meters and precautions will be taken not to plant shrubs or trees that will eventually interfere with overhead lines. Debris or rubbish will be kept clear of utility lines, equipment and meters. Pets should be fenced/restrained a safe distance from meters.