



**Village of Elwood
Effective May 1, 2019
New Account Information**

Name: _____ Acct: _____

Effective Date: _____

Service Address: _____

Mailing Address (if different from service address):

Telephone# _____ Alternate Telephone# _____

Email Address: _____

Account Holders Date of Birth: _____

Driver's License or State Issued ID presented and copied: _____

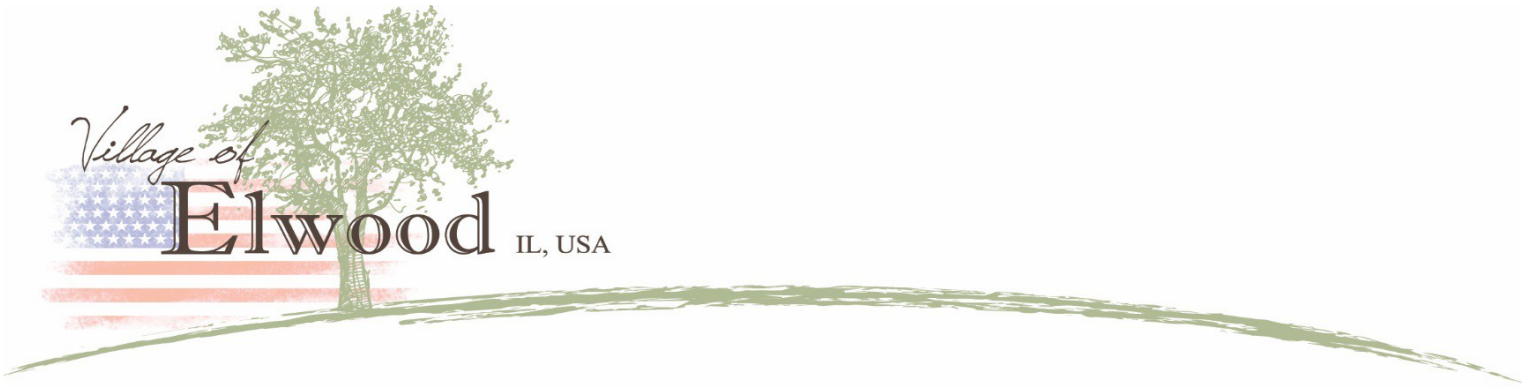
Most Recent Previous Address (required):

If the service property is leased, please provide the owner's name, address & contact telephone number:

Name: _____

Address: _____

Telephone: _____



Have you ever lived in the Village of Elwood previously?

Yes _____ No _____

If so, please list previous service address and name account was under:

Name: _____

Previous Service Address: _____

Will you be leasing this home?

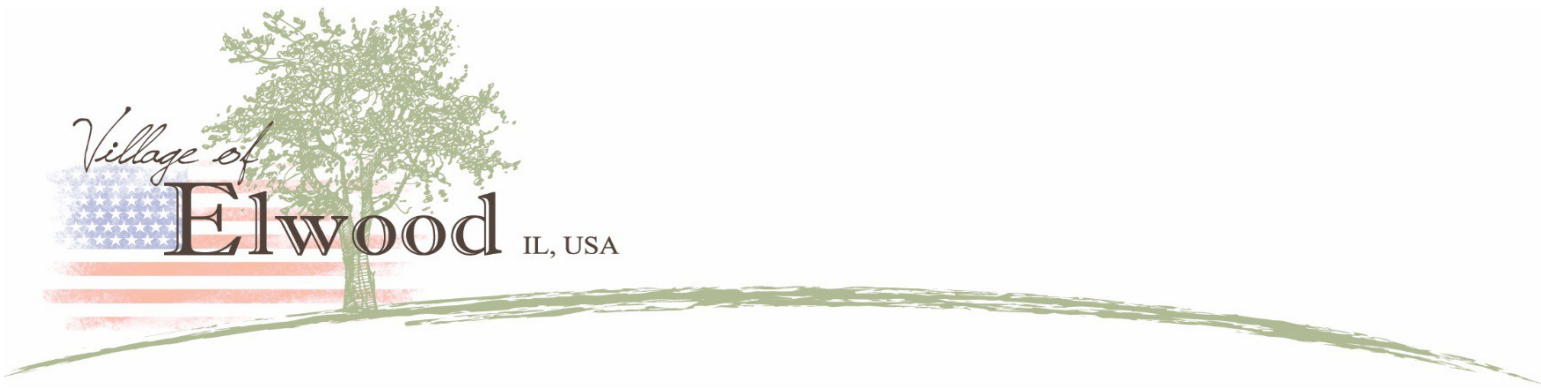
Yes _____ No _____

If yes, will your landlord be responsible for utility bill or yourself?

Landlord: _____ Myself: _____

(If you require your landlord to be responsible for payment, a copy of the Village of Elwood's Landlord/Tenant Policy will be provided to you.)

All information requested is confidential.



Authorization for Account Discussion

Due to the Fair Debt Collection Practice Act the Village of Elwood is unable to communicate with anyone other than the name listed on your account. This means that we are unable to discuss balances, payment arrangements or any other matter regarding your account with anyone other than the account holder. Account holder is defined as the person who the monthly bill is addressed to.

If you would like someone else to be able to discuss your account with the Village of Elwood (for example, wife, husband, etc.) we must have that person listed on your account as an authorized person. Please fill out the form below and return it to the Village of Elwood with your next month's payment.

The Village of Elwood thanks you in advance for your cooperation in this matter.

Service Address: _____

Account Holders Name: _____

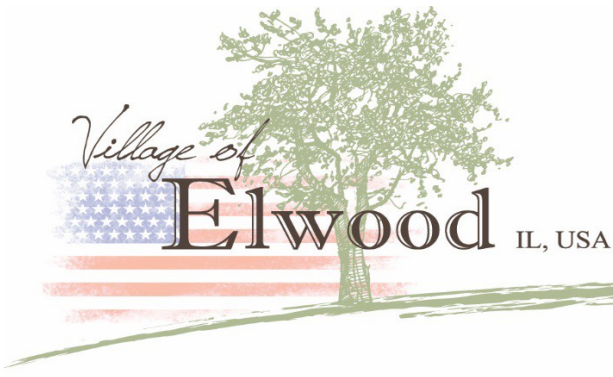
I hereby give the following persons permission to discuss my account, as listed above, with the Village of Elwood:

1. _____ Phone# _____

2. _____ Phone# _____

3. _____ Phone# _____

Account Holders Signature & Date:



Terms & Conditions of Utility Billing

Listed below you will find the terms & conditions of the Village of Elwood in regards to the water, sewer and garbage utility billing collection procedures.

All payments are due on or before the 5th of the month

Rates:	Water/Sewer/Garbage Rates Effective -May 1, 2019 Water: \$28.33 first 2,000 gallons, \$ 3.89 every 1,000 gallons after Sewer: \$ 18.57 first 2,000 gallons, \$ 4.29 every 1,000 gallons after Garbage: \$ 22.89 per month
Fees:	
Late Fees:	1 0% applied on the 6th of month to past due balances
Returned Check Fee:	\$25.00 per check
Water Re-connection Fee:	\$75.00 (by request of customer or by the Village due to past due accounts)
Collection Costs/Legal/Court Costs:	30% fee added to outstanding balance if turned over to collection agency. Recording of Lien fee \$47.75. Legal & Court Costs for collection purposes- As determined by legal counsel
Collection Procedures Outlined:	

- 1) **Past Due-** If a payment is not received by the due date, a 10% penalty will be applied.
- 2) **10 Days Late-** Utility bills are considered delinquent if payment has not been received within 10 days after the due date. If your account becomes delinquent, a notice will be sent, it will include the past due charges, 10% penalty and a notice that water will be disconnected if payment in full is not received within 5 days.
- 3) **15 Days Late-** No additional notice will be sent. If payment of delinquent charges is not received, Public Works will be notified to disconnect water service. If disconnected by the Village, the delinquent amount plus a \$75.00 re-connect fee must be paid before service will be turned back on. In hardship cases, a payment agreement may be approved by the Utility Billing Clerk. It is unlawful to turn on a water supply that has been disconnected for failure to pay, violators will be prosecuted. Restoration of discontinued service will be in accordance with, and subject to, the fees and deposits required under current Village ordinance, just as a new customer account. In addition, water that has been disconnected will not be turned on outside of regular Village business hours of 8:30am to 2:30pm.
- 4) **Exceptions to the above:** If customer has had previous payment issues or the water has been shut off previously due to delinquent account- the water will not be turned back on until account is paid in full along with the \$75.00 reconnection fee.

By signing below, I am confirming that all information provided is valid to the best of my knowledge and I agree to all terms and conditions as outlined above. I also understand that at the time I vacate the above listed property, I will notify the Village of Elwood thirty (30) days prior to my vacancy and provide a forwarding address for final billing. I understand that my deposit of \$ 150.00 will be refunded within thirty (30) business days of my termination date and any outstanding balance on my account will be deducted.

Signature _____ Date _____



**Village of Elwood
Office Use Only:**

Account# _____

Date Entered: _____

Entered By: _____

Services Required:

Water _____ Sewer _____ Garbage _____

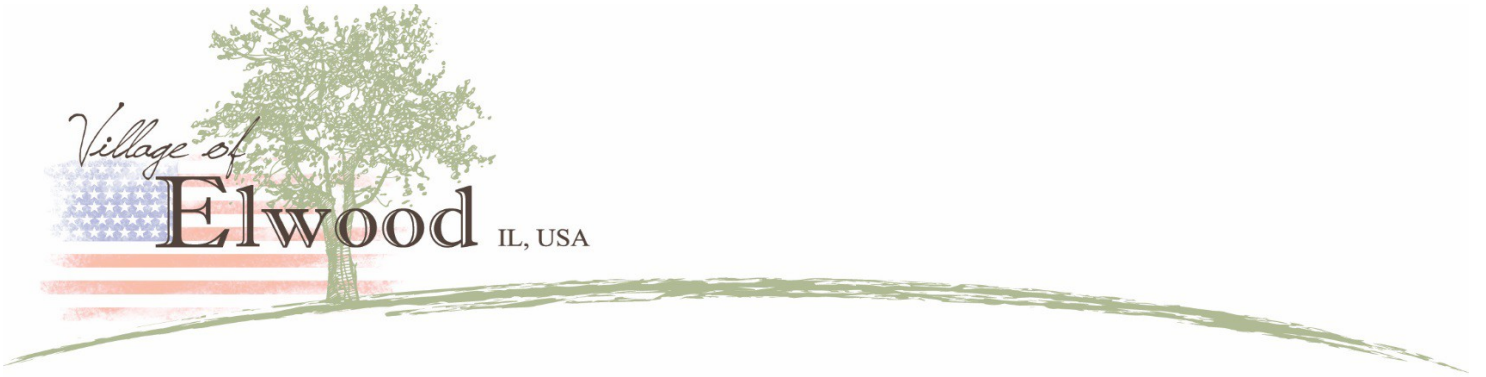
Security Deposit: **(\$150.00 DEPOSIT REQUIRED)**

Water \$75.00-Date Received _____ Type of Payment _____

Sewer \$75.00-Date Received _____ Type of Payment _____

Service Address: _____

Owner/Tenant: _____



For Office use only:

ACCOUNT NUMBER _____

Readings for Pro-Rated First Bill:

Date: _____ Reading _____

Date: _____ Reading: _____

Gallons to be Billed: _____

Amounts to be Billed:

Water: - _____

Sewer: _____

Garbage Days- _____ Garbage: _____

Pro-Rated First Bill Total: _____

Notes:

Effective March 23, 2009 per Village Administrator, anyone moving in or out will have their first or final water/sewer/garbage bill prorated based on readings and number of garbage days on the property.

If the water/sewer use is under the minimum than the use is prorated by the 1,000-gallon charge, if over the minimum 2,000 gallons then charge the customary fees except for garbage. (Example: Between June 1st - June 15th, customer used 1,200 gallons than the charge would be \$ 3.89 for water since each 1,000 gallons of water charge is \$ 3.89 and the sewer charge would be \$ 4.29.)

Garbage is prorated by how many pick-up days (Mondays) the resident was in the property. Take the garbage rate and divide by how many pick-up days there were in that month and then times that number by the number of days on the premises. Only charge for actual pickup days. (Example: June had four pick- up days, monthly rate of \$22.89. Resident was in home for two pick up days than charged \$5.72 times two to equal prorated charge of \$11.44.