

DELIVER: TRASH 32T 64T 96T RECY GW

Reinstatement _____

PICK UP: TRASH 32T 64T 96T RECY GW

Verify _____

OTHER _____

Service Day _____

New Service _____

CITY OF ELK GROVE 8401 Laguna Palms Way, Elk Grove, CA 95758 916-478-3642 / FAX 916-683-1256

Application and Agreement for Utility Service

Close of Escrow Date: _____ **Move in Date (if Tenant):** _____ (Requires Owner's Authorization)

What waste carts do you have at the residence? Note all that apply by entering the number of each cart type below.

32 Gallon Trash _____ 64 Gallon Trash _____ 96 Gallon Trash _____ Recycle _____ Green Waste _____

What waste carts, would you prefer? Note all that apply by entering the number of each cart type below. (NOTE Recycle and Green Waste are free of charge for the first two carts)

32 Gallon Trash _____ 64 Gallon Trash _____ 96 Gallon Trash _____ Recycle _____ Green Waste _____

What is your preference for establishing credit with the City? Mark your preferred method. See next page for more information.

Credit Reference Letter (attached) _____ Pay \$100 deposit _____ Review previous Service address: _____

Preferred Billing Method (Check One): Email bill Only _____ Paper bill only _____ Both Email and Paper Bill _____

Applicant : (First Name) _____ (Middle Initial) _____ (Last Name) _____

Spouse/Co-Applicant: (First Name) _____ (Middle Initial) _____ (Last Name) _____

Service address _____ Zip Code _____

Mailing address (if different from service address) _____

Phone # _____ / _____
Alternate phone # _____

Email Address _____

Driver's license # _____ State _____

Driver's license # (Spouse or co-applicant) _____ State _____

Social Security # _____ - _____ - _____

Social Security # (Spouse or co-applicant) _____ - _____ - _____

Employer _____

Employer (Spouse or co-applicant) _____

Employer's phone number _____

Employer's phone number (Spouse or co-applicant) _____

I hereby request garbage and storm drain services from the City of Elk Grove. I understand and agree that I am subject to all provisions of the Elk Grove Municipal Code, and agree to pay all charges associated with the utility service, including all costs and fees resulting from late payment. I understand that credit must be established prior to receiving service, and that failure to pay the bi-monthly charges by the due date may result in late fees, discontinuation of service, and/or a tax levy and lien on the property. I also guarantee payment for all services included in this agreement and to pay the cost of collection of this account, including but not limited to attorneys' fees and costs, if it becomes delinquent. By signing below, I certify under penalty of perjury that the information provided is true and correct under the Laws of the State of California. **If signing as the property owner on a tenant's application, I understand and acknowledge that my property may be subject to a tax levy and lien in the event the services charges become delinquent.**

Applicant signature _____ Date _____

Print Name (Applicant) _____

Spouse or co-applicant signature _____ Date _____

Print Name (Spouse or co-applicant) _____

Owner's signature (if tenant is named as applicant) _____ Date _____

Print Name (Owner) _____

Owner's address (if tenant is named as applicant) _____

Owner's Phone Number _____

Electronic Billing (E Billing)

You may elect to receive your bills through email instead of traditional mail. This eliminates paper, and saves you time in processing your bills. For more information or to sign up at a later date, review this link: www.onlinebiller.com/elkgrove. By circling the email billing option on the application form, the City will send an email with detailed instructions on how you can sign up your account for electronic billing today!

UTILITY DEPOSITS

Applicants for both residential and commercial utility services will be required to establish credit before receiving such service. The amount of the deposit shall be set by the City Council by resolution. The amount of the deposit is currently set at \$100.00.

Applicant shall not be required to pay the deposit under the following circumstances:

1. Applicant has been a user of the City utility service for twelve (12) consecutive months within the previous eighteen (18) months and during such time has paid all bills without delinquency.

or

2. Applicant provides the City with a credit reference from another utility company showing no instances of late or non-payment for no less than twelve (12) consecutive months prior to the date of commencement of service in the City of Elk Grove.

If service is discontinued for non-payment, the City may apply any deposit on file to unpaid charges. The deposit will be returned as a credit to the account after 12 consecutive billing cycles (24 months) without a late payment. Upon closing an account, the balance of any remaining deposit will be refunded after final charges have been paid.

Payments made by mail must be received no later than close of business for City offices on the due date. If any service charge becomes delinquent, a late charge of ten (10%) percent of the amount that has become delinquent will be added. Thereafter, a late fee of one and five-tenths (1.5%) percent per month will be added.

Service shall be subject to termination if the bills, plus any applicable fees and penalties, remain unpaid for a period in excess of two (2) billing cycles. If service is interrupted due to non-payment, a disconnect/reconnect fee will be imposed on the customer to restart service.

UTILITY BILL PAYMENT OPTIONS

You may pay your City of Elk Grove Utility Billing invoice several ways:

1. Payment remittance to the Payment Processing Center: If you mail your payment stub with your check in the envelope provided, we will receive and process your payment.
2. Online Bill Pay: You may set up an account and pay online with a Mastercard, Visa or debit card by visiting our website at www.elkgrovecity.org/utilities.
3. EFT bank drafting: To have your bank account automatically debited 10 days prior to the due date on your invoice, return a completed application along with a voided check to the address on the form. The form is available at www.elkgrovecity.org/utilities, in our office at 8401 Laguna Palms Way or by calling 916-478-3642.
4. Credit Card Auto Pay: Sign up to have your Visa, Mastercard or debit card automatically debited 10 days before the due date of the invoice by visiting our website at www.elkgrovecity.org/utilities.
5. Online Banking Bill Pay: If your bank offers online bill payment services, you can set up your payment to be automatically sent to us through your bank. Be sure to enter your account number exactly as it appears on your bill, including the dash between the numbers. Account numbers entered incorrectly or without the dash will have to be manually processed and may result in late fees.
6. Payment drop box: A payment drop box is located in front of City Hall at 8401 Laguna Palms Way.
7. In Person: You may bring your payment to the Cashier's Office, located at 8401 Laguna Palms Way, Monday thru Friday from 8:00 a.m. to 5:00 p.m. We accept cash, check and credit card payments.
8. Credit card over the phone: You may call us at 916-478-3642 during regular business hours to make a credit card payment over the phone. Please note we experience higher call volumes on the payment due dates and you may have a longer hold time on those days.