

Richmond Utilities

P.O. Box 700 – 300 Hallie Irvine
Richmond KY 40476-0700
www.richmondutilities.com

Phone 859-623-2323
Fax 859-624-0805

RESIDENTIAL SERVICE APPLICATION

Date Service Wanted: _____ Check Service Requested: Water ____ Sewer: ____ Gas: ____

Name: _____

Street Address: _____

City/State/Zip Code: _____

Mailing address if different from service address _____

Telephone numbers: Home: _____ Office/Cell _____

Do you own or rent at this address? Own ____ Rent ____ (lease or authorization of landlord required)

If renting please list landlord's name/address/phone number: _____

Name and Address of Your Employer : _____

Name/address/phone number of nearest relative not residing with you: _____

List any other person you authorize to discuss your account: _____

CONTRACT FOR NEW SERVICE

I hereby agree to terms and condition of this contract, (as stated on back of this form). I authorize Richmond Utilities to turn on or transfer the applied for services at the above address. I agree to Pay All Bills by the due date specified on the bill for services furnished . I hereby agree to continue to be responsible for the same until I notify Richmond Utilities in writing. I agree to be responsible to Richmond Utilities for and all costs of collection, including a penalty of 3% per month and reasonable expenses and attorney fees.

Signature: _____ Date: _____

Richmond Utility Use Only

License # _____

Security Deposit Amount: \$ _____

Personal ID: _____

If not required, reason: _____

D.O.B. _____

Employee Initials: _____

Establish Services: For any service to be established you must complete this application along with payment of applicable deposits, previous unpaid balances, fees assessments, and penalties. You are required to provide us identification, preferably your driver's license. If renting, a copy of your lease or statement from landlord will be required.

Security Deposits: All deposits will earn interest per KRS Chapter 279 and are refundable (applied to your current account) after two years if you have paid all of your bills from Richmond Utilities by the due date for a period of two years.

Payment Policy: Utility bills are rendered on the first day of the month. Account balance is due by the 15th of each month. Please pay by the 15th of each month to avoid a 3% late fee penalty charge to your account. Any accounts not paid by the 25th of each month are subject to disconnect of services due to nonpayment. However, if the 15th or 25th of the month is on a weekend or holiday, Richmond Utilities will allow the next business day for payment.

Options for payment: You may pay your bill in person at our 300 Hallie Irvine Street office during normal business hours, or for your convenience we have a 24 hour depository box in the front of our building. Please do not put cash in our drop box – **Richmond Utilities is not responsible for any cash in the depository.**

You may pay by mail. You should place payment in the mail in a timely manner so that Richmond Utilities receives payment by due dates. **Richmond Utilities is not responsible for mail delivery time.**

For your convenience, you may also pay bill online at www.richmondutilities.com. There is a step by step instruction sheet to assist with setting up account at the office or online. Paying online allows you to review account balances and pay 24 hours a day 7 days a week from anywhere that you have internet access.

You may set your account up on Electronic Funds Transfer. If you choose to do so, your current balance is automatically withdrawn from your bank account. If interested in this option you may enroll by completing a form in our office or by completing the form on the back of your monthly utility bill.

Non-payment policy: If your payment has not been received or you have not made special arrangements by the 25th of the month your account is subject to termination of services. Once we dispatch a service order to disconnect for non-payment, you will be required to pay the account balance due along with additional service charge. If services are disconnected for non-payment, you will be required to pay balance in full to reconnect service. After payment is collected a service order will be dispatched to reconnect service, and someone 18 years old or older must be home to sign the service order so that the service can be restored.

Voluntary disconnect of services: To disconnect services, you must submit a written request to our office with the following information: Name, current address, phone number, date you wish to disconnect services and a forwarding address. You may stop by our office to complete disconnect of services form. Any security deposits you may have are applied to your final billing. Deposit balance will be applied to your current account if applicable. Deposit balances of less than \$10.00 shall be available for pick up at Richmond Utilities in 60 days. All deposit balances greater than \$10.00 will be mailed to your forwarding address.

Gas Customer Requirements:

1. The monthly minimum bill shall apply to every residential, commercial, and industrial gas meter whether the meter is in service or temporarily disconnected. If the meter reading or calculated consumption for the bill period is greater than zero, a delivery charge (of an amount not less than for one MCF) shall be added to the minimum bill.

2. If service is discontinued at the request of any residential, commercial, or industrial customer, Richmond Utilities may refuse service to such customer at the same premises unless that customer pays a reconnection fee equal to the number of months disconnected multiplied by the minimum bill for those months. If service is discontinued for greater than six months, then customer must have a licensed plumber perform a pressure test on customer's gas line and a Richmond Utilities employee must witness this test.

Rates: Current rates for services may be viewed at www.richmondutilities.com or a written copy will be provided upon request at our office.

Terms and conditions may change without prior notice.