

**SPERRY UTILITY SERVICES AUTHORITY
APPLICATION FOR RESIDENTIAL UTILITY SERVICES**

Service Address _____ **Service to begin on** _____

Mailing Address, if different than Service Address _____

Will the Service Address be occupied? Yes ___ No ___ Occupant is: Owner ___ Renter ___

Property owners name, if rental property _____

APPLICANT INFORMATION

Name: First _____ Middle _____ Last _____

DOB _____ SS# _____ DL# _____

Email Address _____ Primary Phone # _____

Employer _____ Work Phone # _____

Employer Address _____

SPOUSE/CO-APPLICANT INFORMATION

Name: First _____ Middle _____ Last _____

DOB _____ SS# _____ DL# _____

Employer _____ Work Phone # _____

Employer Address _____

Has Applicant or Co-Applicant ever had service with the Town of Sperry? Yes _____ No _____

If yes, when and where _____

Personal Reference _____ Phone # _____

I HAVE READ AND UNDERSTAND THE POLICIES AND PROCEDURES OF SUSA AS OUTLINED, AND ISSUED TO ME, IN THIS UTILITY APPLICATION PACKET.

THIS APPLICATION, WHEN SIGNED, BECOMES A BINDING CONTRACT UPON THE ESTABLISHMENT OF SERVICE.

THE UNDERSIGNED AGREES TO PAY THE ESTABLISHED RATES SET FORTH BY THE TOWN OF SPERRY AND SPERRY UTILITY SERVICES AUTHORITY AND AGREES TO REGULATIONS GOVERNING SAID SERVICE.

APPLICANT(S) UNDERSTANDS THAT THE ACCOUNT SECURITY DEPOSIT WILL BE REFUNDED ONLY TO THE APPLICANT(S) NAMED ABOVE AND ONLY AFTER THE ACCOUNT IS CLOSED AND ALL ACCOUNT CHARGES HAVE BEEN SATISFIED. NO NEW UTILITY SERVICE WILL BE PROVIDED TO ANY CUSTOMER WHO HAS A DELINQUENT/OUTSTANDING ACCOUNT WITH SPERRY UTILITY SERVICES AUTHORITY, UNTIL SAID DELINQUENT/OUTSTANDING ACCOUNT IS PAID IN FULL. NEW SERVICE WILL NOT BE PROVIDED IN THE NAME OF ANOTHER PERSON IF THE INDIVIDUAL INDEBTED TO THE AUTHORITY LIVES, OR PLANS TO LIVE, IN THE RESIDENCE.

I/WE ACKNOWLEDGE AND AGREE THAT SUSA MAY COLLECT, USE OR DISCLOSE ANY AND ALL OF MY/OUR PERSONAL INFORMATION PROVIDED FOR THE PURPOSES OF BILLING AND ACCOUNT MANAGEMENT, INCLUDING DEBT COLLECTION OR RECOVERY.

I HAVE READ AND AGREE TO ALL POLICIES SET FORTH HEREIN:

Applicants signature

Date

Co-Applicants signature

Date

FOR OFFICE USE ONLY:

Customer Acct # _____ Security Deposit \$ _____ Security Deposit Receipt # _____

Bank Draft Authorization

Sperry Utility Services Authority is now offering an easy and convenient way to pay your utility bill. Through bank drafting, your monthly bill is withdrawn automatically from your checking or savings account. Since payment is automatic, there are no late fees or postage costs to you and the service is provided to you free of charge. You will still receive your monthly statement showing the current usage and charges.

INSTRUCTIONS:

- Complete the authorization form below
- To authorize payment from your checking/savings account, provide account information, along with a blank check marked VOID.
- Payments will be deducted from your checking/savings account on the 15th day of each month, or the first business day following the 15th day of each month.
- A bank draft returned unpaid will result in a \$25.00 charge to your account
- If we receive two (2) returned bank drafts as unpaid, you will be taken off the bank draft program.
- The first automatic draft may take up to thirty (30) days from receipt of this authorization form.

Drafting AUTHORIZATION FORM (Return to Sperry Utility Services Authority)

Customer Name (as it appears on your utility bill)

Account # (as it appears on your utility bill)

Service Address (street address)

Daytime Telephone Number

Bank Information:

Type of Account: ___ Checking ___ Savings

Bank Name

Bank Routing Number

Bank Account Number

Name on Bank Account

I authorize Sperry Utility Services Authority and the financial institution designated on this authorization form to withdraw from my checking/savings account payment of my utility bill. I understand that both the financial institution and Sperry Utility Services Authority reserve the right to terminate this payment plan and/or my participation herein. I also understand that I may discontinue enrollment at any time with written notice.

Signature of Bank Account Holder

Date Signed

To ensure the highest level of security regarding your bank information, our preferred method of receiving this form and your voided check is to deliver it in person to our office or place it in our night drop.

SPERRY UTILITY SERVICES AUTHORITY
APPLICATION FOR RESIDENTIAL/COMMERCIAL
UTILITY SERVICES

1. The UNDERSIGNED shall hereinafter be referred to as "APPLICANT". "UTILITY SERVICE" OR "UTILITIES" shall mean gas service and/or water/refuse/sewer services. "SUSA" shall refer to Sperry Utility Services Authority and/or its authorized agents or employees. "CONSUMER" shall mean applicant or any occupant of the premises.
2. The applicant must make deposit at the time of application with SUSA for the purpose of guaranteeing payment of the monthly utility bill. SUSA reserves the right to require an additional deposit, in the event the initial deposit amount is inadequate or in the case of a delinquent payment history. The gas deposit shall be \$175.00, or an amount two times the average utility bill based on a three-month average, whichever is greater. The water deposit shall be \$200.00, or an amount two times the average utility bill based on a three-month average, whichever is greater.
3. The consumer shall give authorized agents of SUSA permission to enter the consumer's premises at all reasonable times for any purpose incidental to the supplying of utility services, including meter reading. Refusal on the part of the consumer to provide reasonable access for the above purpose shall be deemed sufficient cause for discontinuance of service.
4. The customer will be responsible for lighting pilot lights unless their service was interrupted by SUSA action. SUSA will do leak inspection at the request of occupant only if occupant is present. SUSA will do no service work beyond the meter, on customer side.

Due to the excessive number of requests by utility customers to have their meters reread to verify that the monthly reading is correct and due to the cost related to meter rereads, the following policy is now in effect for water and natural gas customers:

Each customer will be allowed one (1) reread per calendar year at no cost. For each additional reread request, there will be a \$5.00 charge added to the next month's utility bill, for each meter reread, if the original reading is correct. If the original reading is found to be incorrect, there will be no charge.

SUSA COLLECTION POLICY

1. SUSA will mail a bill to the service address or other designated mailing address on the first day of each month. This bill is due in full by the 15th (fifteenth) day of the month. A penalty of 5% will be added to any account not paid by the due date. **FAILURE TO RECEIVE A BILL DOES NOT ENTITLE PAYMENT WITHOUT A PENALTY. All bills become delinquent if not paid in full by the last day of the month and are subject to disconnect without further notice.** A reconnect fee of \$60.00 per utility (\$120.00 for gas and water) will be charged to any account that is disconnected for non-payment. This fee, including all past due and current charges, must be paid before reconnection of service. Payments tendered under these circumstances must be paid by cash, money order or cashier's check. No personal checks will be accepted. The reconnection of services will **ONLY** be done during the hours of 8:00 a.m. to 3:00 p.m., Monday thru Friday.
2. If a bill remains unpaid for 60 days, the account will be closed and the security deposit will be applied to the final bill and a refund, if any, will be issued to applicant. **All SUSA services will remain disconnected to that address until the delinquent balance is paid in full. No new service** will be allowed until all unpaid balances are paid.
3. All unpaid SUSA bills will be turned over to a collection agency. An additional charge equal to the cost of collection will be applied to the outstanding amount due.
4. Any consumer issuing a check, draft or other order to SUSA that has not been honored for any reason, shall be charged a service fee of \$35.00 for proper handling and administration. Such check, draft or other order must be honored within 24 hours following notice to the maker, and the service fee must be paid at that time. Failure to do so shall result in disconnection of utility service. Notice from SUSA to the maker may be given by telephone or delivered to the premise. Said notice of dishonored check, draft or order shall be the only notice given prior to disconnection of utility service. Two such dishonored items may result in the consumer being required to make future payments by cash, money order or cashier's check.

PAYMENT PLAN: A payment plan (spreading out the bill amount over time) may be put in place for **one** month's billing that will not extend for more than three billing cycles. A payment plan must be in place **BEFORE** the 15th day of the billing month to avoid any late fees but will not be allowed after services have been disconnected. During the payment plan period, **all** current charges and additional amounts per payment plan agreement are due by the 15th day of the month. On the first business day after the 15th, all remaining balances will be due. Failure to pay the balance in full will result in immediate discontinuance of all SUSA services. SUSA will then follow the collection procedures outlined above.

POLICIES AND PROCEDURES FOR FRAUDULENT USE OF SUSA SERVICES

SUSA may disconnect utility service to a consumer for the reasons set forth below:

1. Non-payment of bill.
2. Failure to make application for service.
3. Refusal to provide reasonable access to SUSA equipment on premises.
4. Failure to make application in the name of the consumer for the purpose of avoiding payment of a previous unpaid bill.
5. Failure to honor any check, draft or order which has been returned to SUSA as insufficient.
6. Failure of the consumer to post additional deposits, as may be required.
7. Violation of any rule or regulation of SUSA or non-compliance with any applicable Federal, State, Municipal or other local laws, rules or regulation.
8. Fraudulent use of utility service.
9. Tampering with SUSA equipment.

At the time of the cutoff of services, all meters will be read for a final billing. Meters will be read at intervals designated by SUSA. If a meter has been turned on illegally, the meter will be removed and a tampering fee of \$100.00 plus the cost of the utilities used will be imposed. Restoring the service will require a \$60.00, per utility, reconnect fee and the payment of all outstanding balances, including the \$100.00 tampering fee.

The consumer shall be responsible for all damages to, or loss of, SUSA property located on the consumers premises, unless damage caused is beyond the consumers control. The consumer shall not authorize anyone to change, remove or tamper with SUSA property. If a "jumper" or other illegal device is observed in use, the device will be removed and the SUSA service line will be disconnected from the source line. A tampering fee of \$500.00 will be imposed. Reconnection will require payment of all balances due, including tampering fees and will be considered a new service requiring a new SUSA Application for Service.

Sperry Utility Services Authority
P. O. Box 609
Sperry, OK 74073
288-7144

June 30, 2006

NOTICE TO CONSUMERS

The Research and Special Program Administration (RSPA) of the U. S. Department of Transportation has issued a rule, requiring all natural gas pipeline operators to notify customers of responsibility dealing with yard service lines.

Our Utility does not maintain service lines beyond the gas meter. Those lines belong to the customer. You are hereby notified, as required by law, that:

1. Our Utility does not maintain the customer's buried pipe.
2. If not maintained, piping is subject to corrosion and leakage.
3. Buried gas piping should be periodically inspected for leaks, periodically inspected for corrosion, if metallic, and repaired if any unsafe condition is discovered.
4. When doing any excavation near buried gas piping, customers should always locate piping in advance and do the excavation with care and by hand.
5. Plumbers and/or heating contractors may be able to assist consumers in locating, inspecting and repairing buried piping.

It is the policy of the Sperry Utility Services Authority to provide the best possible natural gas delivery service; however, we cannot, under law, take ownership of, or repair customer owned yard lines. However, if you have an emergency or leak, do not hesitate to call this office for assistance.

Sincerely,

SUSA Board of Trustees