



City Of Alma - Utilities Application

Application for Gas, Sewer, Trash and Water Service & New Customer Requirements

P O Box 468 614 Main Street

Office (308) 928-2242 * Fax (308) 928-2683 * City of Alma On-Call Cell (308) 920-1047

www.almacity.com www.almaisforyou.com treas@almacity.com cityclk@almacity.com

Welcome to the City of Alma, Nebraska.

The City of Alma is hereby requested to initiate GAS, SEWER, WATER, and TRASH service at the location hereinafter described. City will furnish and maintain metering equipment located on premises of customer; customer or owner of premises will own and maintain gas, sewer and water lines, in accordance with City of Alma rules and regulations. For **new construction of homes and/or businesses** there are additional charges for water meters, water meter taps and sewer inspections.

Customer agrees to pay for gas, sewer, water, and trash service at city's rates and under city's rules and regulations which customer acknowledges is available for examination at city office from which this gas, sewer, water, and trash service is controlled.

The City of Alma does not guarantee uninterrupted service.

In the event customer's account becomes delinquent for gas, sewer, water, and trash service, a duly authorized agent of the City of Alma is authorized to enter premises, remove metering equipment, and disconnect all services.

Customer may apply for budget billing after one (1) year of service at the same location.

If you should move or desire gas, sewer, water, and trash service be terminated, minimum of twenty four (24) hours advance verbal notice and the "Discontinuance of Service" portion of this form must be completed before service will be discontinued. Utilities will remain on and in customer's name until that time.

This application for gas, sewer, water, and trash service applies only to one meter for gas and one meter for water to be installed to provide the type of service requested below.

New customer understands that a deposit is required before commencement of service.

The required customer deposit is: \$ _____
(Refer to Resolution No. 22-2015 dated May 18, 2015)

The customer is required to pay the appropriate deposit for each location. This includes moving from one location to another. See attached copies of the City's Customer Utility Deposit Policy and Disconnect Policy.

Once the application is completed and the deposit paid, a time is scheduled to meet with the Gas Department for a premise survey. The customer must be present at the service location for the survey which takes approximately 30 minutes.

The City of Alma shall hold the deposit for a period of 24 months for homeowners and business owners. All bills must be current in order to receive a refund of the deposit (no interest is paid). Deposits paid by renters are held as long as renter has an account with the City of Alma.

Trash is a required service for all service locations. Trash is a required service if you live outside the city limits if you receive Alma utility services. Trash pickup is Tuesday for residential accounts West of John Street and Friday for residential accounts East of John Street and Monday and/or Friday for commercial accounts. Please call a Sanitation Company to make arrangements for the pickup of any large amounts of trash. You may be charged for the extra trash.

The City of Alma's billing cycle is for one month – approximately the 25th thru the 25th of the next month. The bills are mailed around the first (1st) of the next month and due by the close of business on the fifteenth (15th) of the month. Example: January 25th to February 25th is considered the February bill. It is mailed around the 1st of March and due by the close of business on the 15th of March. If bill is not paid by the close of business on the 15th a 10% late charge is applied. Disconnect notices are mailed on or after the 16th of each month (see Disconnect Policy attached hereto).



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RESOLUTION NO. 22-2015

WHEREAS: The City of Alma provides gas, sewer and water service to residents of the City of Alma and it is necessary to adopt a policy for customer utility deposits; and

WHEREAS: It is prudent policy to minimize the risk of the City being left with substantial amounts of unpaid utility statements when customers leave Alma and discontinue utility services; and

WHEREAS: City staff have surveyed the utility deposit requirements of other communities in the area and have made the recommendations set forth below for establishing utility deposits which will protect the City from unpaid utility statements and be reasonable for the City’s utility customers.

NOW THEREFORE IT IS HEREBY RESOLVED by the Mayor and City Council of the City of Alma, Nebraska that the following policy shall be adopted in regard to the collection of customer utility deposits and be commonly referred to as the

“Customer Utility Deposit Policy”.

1. The City of Alma shall apply the following policy towards those customers who are considered a homeowner or business owner:
 - a. If homeowner or business owner supplies a letter of good credit from their previous utility supplier which provides documentation that the customer made timely payments of their utility bill for a minimum of one year, that they had no utility disconnects, and that they left the account in good standing, the deposits for this customer would be as follows: Gas: \$50.00, Water: \$25.00, Sewer: \$25.00.
 - b. If homeowner or business owner is unable to supply a letter of good credit from their previous utility supplier, the deposits for this customer would be as follows: Gas: \$100.00, Water: \$50.00, Sewer: \$50.00.
 - c. The City shall return a homeowner’s or businesses owner’s deposit to the customer after a period of 24 months on the condition that their bill is current.
 - d. If a homeowner or business owner should move or acquire another property, in Alma, after the 24 month period mentioned above, and their history shows no late fees or disconnects in the past 12 months, then a security deposit for the new property will be waived.

2. The City of Alma shall apply the following policy towards those customers who are renting a property:
 - a. If renter supplies a letter of good credit from their previous utility supplier which provides documentation that the customer made timely payments of their utility bill for a minimum of one year, that they had no utility disconnects, and that they left the account in good standing, the deposits for this customer would be as follows: Gas: \$100.00, Water: \$50.00, Sewer: \$50.00.
 - b. If renter is unable to supply a letter of good credit from their previous utility supplier, the deposits for this customer would be as follows: Gas: \$150.00, Water: \$75.00, Sewer: \$75.00.
 - c. The City shall return this customer’s deposit once they move out of the property, but the City shall first apply the deposit amount to the final bill. If any amount is remaining from the deposit after paying the final bill, this portion will be refunded to customer.

3. Any prior customer utility deposit resolutions, including Resolution No. 2011-0302-2, in conflict with this resolution are hereby revoked and rescinded.

PASSED AND APPROVED this 18th day of May, 2015.

City of Alma, Nebraska

By: Hal Haeker, Mayor

Attest:
Lori Tripe, City Clerk

This is for your information ONLY. We are required by law to notify you of this information. You don't have to do anything with this letter until you are going to dig. If this is a duplicate, we apologize.....Thank You.

RE: Underground Gas Pipe Maintenance

You are receiving this notice because our records indicate that you have a natural gas line running underground from your gas meter to a structure or a gas-burning appliance. As your natural gas distributor the City of Alma in accordance with federal regulations is to make you aware of certain safety recommendations regarding your underground natural gas piping. Even if you do not have gas to your residence, there is still a possibility that a gas line runs in or near your vicinity.

The City of Alma operates our gas system with an emphasis on safety. We are required to design, operate and maintain our underground natural gas pipeline system in accordance with prescribed federal safety standards. The City of Alma Gas Department does not maintain the gas piping downstream of the gas meter. This is the responsibility of the customer who owns that piping. If the buried pipe is not properly maintained it may be subject to corrosion (if the piping is metallic) and/or leakage.

To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically. You (or the building owner) are advised to contact a licensed plumber or heating contractor to assist you in locating and inspecting your buried gas piping. If any unsafe condition is discovered, repairs should be made ASAP. The Yellow Pages are an excellent source for listings of licensed plumbers and heating contractors.

If we can answer any questions regarding this notice, please give us a call at 308-928-2242. (You may disregard this notice if you no longer have buried piping beyond the gas meter.)

Call Before You Dig

Should you plan to dig around buried gas piping, the piping should be located in advance and all digging should be carefully done by hand in the vicinity of the pipe. It is mandatory by state law that you contact Nebraska 811, two days in advance of digging in order that all utility-owned buried pipe and cable may be located. This is a free service.

City of Alma
Gas Department

CITY OF ALMA
DISCONNECT POLICY
Customer Copy

(Ordinance 2019-20 (50.05), passed 2-20-2019)

The City of Alma shall send its customers their utility bill for gas, sewer, water, and solid waste service around the 1st of each month. The bill shall be due upon receipt and is delinquent after the close of business on the 15th of the month unless the 15th day of the month is on a weekend, legal holiday or on another day when the City Office is not open for business, in which event the payment will be due on the next day that the City Office is open for business. If payment is not received before it becomes delinquent, the City shall apply a 10% late charge and mail the customer a disconnect notice by first-class mail. The disconnect notice shall state the customer will have their utilities discontinued in 7 business days. Within 1-2 days prior to the end of this 7 day period, the City shall hang a final notice on the customer's door. The City shall assess a fee of \$25 to hang this notice. If payment still is not received at the end of those 7 days, the City shall physically disconnect the service.

The City shall apply a re-connection fee of \$75 to first-time disconnects due to non-payment and a re-connection fee of \$150 for second and subsequent disconnects due to non-payment. Customers with their service disconnected due to non-payment shall arrange for reconnection by 3:00 p.m. on regular business days. The time required for re-connection and testing for gas leaks will require overtime by employees if started after 3:00 p.m. on regular business days or anytime on weekends, the City shall assess an additional fee of \$75 to compensate the City for such overtime.

The City of Alma Code of Ordinances addresses “Building Regulations” in Chapter 150, which addresses minimal standards every dwelling must meet. If, and when, the City of Alma shall disconnect a customer for non-payment, that customer is in violation of **City Ordinance 150.53: No owner, operator or occupant shall cause any service, facility, equipment or utility which is required under this subchapter to be removed from or shut off from or discontinued for any occupied dwelling, let or occupied by him or her, except for such temporary interruption as may be necessary while actual repairs or alternations are in process, or during temporary emergencies when discontinuance of service is approved by the Building Inspector. (1993 Code, § 9-634)**

If utility services are disconnected for non-payment, City of Alma staff will send a Certified Letter to the customer informing the customer they are in violation of City Code and within 7 (seven) days customer must either have service restored or vacate the property. Failure to vacate shall be addressed by **Ordinance 150.99 Penalty: (A) (1) Any person who shall violate or refuse to comply with the enforcement of any of the provisions of this chapter, set forth at full length herein or incorporated by reference shall be deemed guilty of an offense and, upon conviction thereof, shall be fined not more than \$500 for each offense. A new offense shall be deemed to have been committed every 24 hours of such failure to comply. (1993 Code, § 9-801)**



City Of Alma - Utilities Application

REQUESTED DATE OF SERVICE: _____

TODAY'S DATE: _____

NAME OF CUSTOMER: _____

DO YOU RENT OR OWN? (check one) RENT OWN

If you rent, what is the name of the property owner/landlord? _____

(Landlord must complete and return the Rental Property Utility Agreement prior to connection of your service if not already on file in the City Office)

SERVICE ADDRESS: _____

MAILING ADDRESS OF CUSTOMER: _____

CUSTOMER PHONE NUMBERS: Home _____ Work _____ Cell _____

TYPE OF SERVICE: (check one) Residential Commercial (complete business info form)

Number of members in your household? _____

Where are you employed? _____

Address/Phone Number of Employer: _____

Have you ever been a customer of the City of Alma? Yes / No

If yes, at what address? _____

Name & Address of your last utility supplier: _____

Would you like the City of Alma to send you correspondence via e-mail? Yes / No

If yes, what is your e-mail address? _____

Do you have dogs? Yes / No

If yes, how many? Males _____ Spayed Females _____ Females _____

City of Alma Ordinance §90.20 states that any person who shall own, keep, or harbor a dog over the age of 6 months within the municipality shall within 30 days after acquisition of the said dog or within 30 days after first bringing said dog into the City, whichever occurs later, acquire a license for each such dog annually by or before January 1 of each year.

This tag is due annually in January and is valid through December. Licenses are available at City Hall. The cost is \$7.25 per male and spayed female and \$12.25 for each un-spayed female (non-transferable and non-refundable).

City of Alma Ordinances can be found on the www.almacity.com website under City Government, Forms/Ordinances or copies may be obtained at City Hall.



Application for Gas, Sewer, Trash and Water Service (continued)

DOMESTIC CUSTOMER ONLY

In compliance with state law, you have the option of selecting a third party who is to be notified by the City of Alma in the event your gas service is to be disconnected by reason of non-payment of bill. Please indicate your wishes by checking one of the following:

Do not notify others

Do notify party listed below

Name:

Address:

Applicant Signature: Social Security # Date:

Obtain Driver's License

Discontinuance of Service Request

Requested By: Signature of requestor

Requested Date of Discontinuance of Service:

Shut Off: Yes / No

Transfer to Landlord: (see Rental Property Utility Agreement for Landlord preference) Yes / No

Refund Customer Deposit: Yes / No

Amount Refunded: Applied to Account \$ By Check \$

Date Deposit Refunded: Approved By City Staff

FOR OFFICE USE ONLY

Acct# Toter#

Type of Account: Residential Commercial

Utility Security Deposit: Amount \$ (Gas \$ Water \$ Sewer \$)

Date Deposit Received Payment Type: Check #: Cash: Credit Card:

Payment Plan: ACH Payment: Yes / No Budget: Yes / No Other:

Application Approved By:

CITY OF ALMA
DISCONNECT POLICY

(Ordinance 2019-20 (50.05), passed 2-20-2019)

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(1993 Code, § 9-634)

If utility services are disconnected for non-payment, City of Alma staff will send a Certified Letter to the customer informing the customer they are in violation of City Code and within 7 (seven) days customer must either have service restored or vacate the property. Failure to vacate shall be addressed by **Ordinance 150.99 Penalty: (A) (1) Any person who shall violate or refuse to comply with the enforcement of any of the provisions of this chapter, set forth at full length herein or incorporated by reference shall be deemed guilty of an offense and, upon conviction thereof, shall be fined not more than \$500 for each offense. A new offense shall be deemed to have been committed every 24 hours of such failure to comply. (1993 Code, § 9-801)**

I acknowledge I have read and fully understand the "Underground Gas Pipe Maintenance suggestions and Diggers Hotline information" and the "Disconnect Policy" by signing below.

Customer Signature date

City Official Signature date

Rental Property Utility Agreement
(to be completed by property owner/landlord)

Property Location(s): _____
(If too numerous to list, please write on back of form or attach a separate list)

Property Owner's Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Property Owner's Phone: home _____ cell _____ work _____

1. I, as owner/landlord authorize the City of Alma to initiate utility service in the name of my tenant(s).
2. I understand that the tenant(s) will be billed directly for this service by the City of Alma at the standard published rates and under the City of Alma's rules and regulations.
3. I request the City of Alma's utility department perform the following action whenever a tenant requests service to be disconnected or if a disconnection is to occur due to non-payment:

- Transfer utility service to my name. The City of Alma utility department will make reasonable attempts to notify me when tenant requests the disconnection or if a disconnection is to occur due to non-payment. If service has been disconnected a standard connection fee will be billed.
- Disconnect the utilities. The City of Alma utility department will make reasonable attempts to notify me of this action.

This agreement holds the City of Alma harmless for any damage claim or liability which should arise. This agreement is in effect until Owner/Landlord enters into a new agreement.

I, the owner/landlord/representative of the above address, have read and fully understand the Rental Property Utility Agreement I have signed.

Owner/Landlord/Representative: _____ Date: _____

City of Alma Representative: _____ Date: _____

BUSINESS INFO SHEET

(Required for zoning purposes)

Date _____

Business name: _____

Business address: _____
Alma, NE 68920

The City of Alma would like to gather some info about your business, to help us better understand your business and it's needs. Any critical business information will not be shared and will be held in the strictest of confidence. The City hopes to use the information to learn what type of businesses there are, what type of businesses are needed, and to help youth look at what type of opportunities there are here and/or what to study for in an effort to keep or bring youth people back to the area.

1: What type of business do you consider yourself (what do you do)? _____

2: C1 zoning C2 zoning Other Please ask for zoning descriptions.

3: How many employees do you presently have (including yourself)? full time part time

4: Do you plan to add employees? Yes / No If yes, how many? _____

5: Does your business generate any pollutants or waste that will go into the water, the land, or the air?
Yes / No

6: Does your business have a store front or are you a home based business?
store front home based

7: Will you be doing any remodeling or structural changes? Yes / No

8: Would you like to give a brief history of your business, fun facts, important facts, or let us know any other important information about your business (please use the back of this sheet or additional sheets as needed).

