

Application for Utilities



City of Sierra Madre
 232 W. Sierra Madre Blvd.
 Sierra Madre, CA 91024
 www.cityofsierramadre.com
 626.355.7135
 waterbilling@cityofsierramadre.com

To start Utility Service please provide the following information so that we may complete your service request accurately. Incomplete or invalid data may result in service not starting on the requested date. Allow two business days to complete the transaction once form is received.

*NAME		*CONNECTION DATE
*SERVICE ADDRESS		
*MAILING ADDRESS		
*BIRTH DATE	*DRIVER'S LICENSE	*EMAIL
*PRIMARY PHONE	*SECONDARY PHONE	<input type="checkbox"/> ENROLL IN PAPERLESS BILLING

OTHER AUTHORIZED PERSON (NAME):

*BIRTH DATE	*DRIVER'S LICENSE	EMAIL
*PRIMARY PHONE	SECONDARY PHONE	

***I AM THE:** **PROPERTY OWNER** **TENANT**

IF TENANT, PLEASE PROVIDE LANDLORD INFORMATION:

NAME	PHONE NUMBER
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ADDRESS

HAVE YOU HAD UTILITY SERVICE WITH THE CITY OF SIERRA MADRE BEFORE? **YES** **No**

IF YES, IN WHAT NAME? DATES?

*By submitting this utility application, I am requesting the City of Sierra Madre to supply water service to the service address submitted above. I understand that my information may be used by other City departments for official City business only and will not be shared or used for any other purpose. I will comply with City ordinances, rules, and regulations and agree to pay any fines or fees imposed for failing to do so. I have the legal right to request service and I acknowledge that I have read and understand this application. A \$30.00 NON-REFUNDABLE WATER SERVICE ACTIVATION FEE WILL BE ADDED TO YOUR FIRST WATER BILL AS WELL AS A REFUNDABLE DEPOSIT. *Required Field*

***APPLICANT SIGNATURE** _____ **DATE** _____

OTHER AUTHORIZED PERSON _____ **DATE** _____

BUSINESS HOURS & HOW TO REACH US

Sierra Madre City Hall, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024

Monday thru Thursday, 7:30 am – 5:30 pm / Closed Every Friday

(626) 355-7135 (During office hours)

For Utility Emergencies (626) 355-1414 (Sierra Madre Police Dept. Business line)

PAYMENT OPTIONS

Online/Auto Pay: www.cityofsierramadre.com (no fee)

Mail: Pre-addressed envelope enclosed; allow time for delivery.

In-person: City Hall front desk; or

Drop box: in the north end of the City Hall parking lot (anytime)

By Phone: (833) 282-0824 (no fee)

If you are unable to pay all or part of a utility bill, contact City Hall to make payment arrangements (certain factors will be considered in determining arrangements).

DUE DATES

Utility bills are issued monthly on or before the first day of the month and due the 28th of the month. Bills become delinquent if not paid in full by the due date. If an account remains delinquent through the next billing cycle, the following bill will contain a 6% penalty on any delinquent amounts.

Any delinquent account that remains unpaid for 60 days (without having made a payment arrangement) is subject to a disconnection of service and water may be shut off. Payment of the outstanding balance, of related penalties and a re-connection fee will be required before service is re-connected.

For the complete Delinquent Account Policy, please visit www.cityofsierramadre.com/residents/utilities/water

PAPERLESS BILLING

Sign up for free by e-mailing your utility account number plus your e-mail address to waterbilling@cityofsierramadre.com and receive your monthly bill electronically.

FEES FOR SERVICE:

The current fee schedule can be viewed at the public counter at City Hall, the Sierra Madre Public Library (440 W. Sierra Madre Blvd.), or on the City's web site (www.cityofsierramadre.com). The fees are a combined total of a flat water and/or sewer connection fee and a water consumption fee.

RETURNED CHECKS

A service fee will be charged for all checks returned by the customer's bank. The City cannot re-deposit returned checks. Returned checks must be replaced within 5 business days of notification from the City.

DEPOSITS

New customers or customers establishing a new utility account will be billed a refundable deposit on their first bill. Deposit refunds will be credited to the final billing of the account.

UTILITY USER TAX:

The City assesses a Utility User Tax (UUT) to both the water and/or sewer fees. Households that qualify as very low income may complete a UUT exemption application annually in June. Contact the Finance Department at ututexemption@cityofsierramadre.com for the application process information.

FREE AMI CUSTOMER PORTAL

The portal provides customers access to the hourly meter reads and data which enables residents to closely monitor water use and receive customized usage notifications. Visit www.cityofsierramadre.com/ami

DISPUTED BILLS

A utility customer should contact City Hall if they have any questions about their bill or concerns that their fees and/or consumption amount is incorrect, staff will analyze the account & explain the bill to the customer. If the water usage appears to be too high or too low, the City will re-read the water meter within 24 business hours & the customer will be informed of the re-read within 48 business hours of their call.

City staff will not locate leaks on private property; a professional should be contacted if a leak is suspected.

COLLECTIONS ON DELINQUENT OR ABANDONED ACCOUNTS

The City will continue to contact customers with delinquent accounts to collect unpaid balances and additional penalties for 12 months following delinquency. The property owner is ultimately responsible for payment of the utility services. If, after 12 months, the City has failed to collect outstanding balances for the customer, the City may send the account to be collected by a licensed collection agency. The property owner regardless of owner/tenant agreement will be sent the delinquent charges along with a collection fee assessed by the collection agency.

WATER SERVICE & RESTRICTIONS

The City relies on local rain fall for its water supply. Please use water wisely and follow the Municipal Code 13.24.060 which states:

- There shall be no washing of sidewalks, walkways, patios, driveways or parking areas by a water hose.
- No water shall be used to clean, fill or maintain levels in decorative fountains unless such water is part of a recycling system.
- No customer of the water department shall permit water to leak from any facility on their premises.
- No lawn, landscaping or other turf area shall be watered or irrigated between the hours of 6:00 am and 6:00 pm
- No lawn, landscape, or turf area shall be watered in a wasteful manner. Nor shall any water be wasted if the existing conditions may be corrected or reasonably modified.

For additional Mandatory Water Conservation Information visit www.cityofsierramadre.com/services/water

SEWER & STORM DRAINS

Connections to the public sewer system are provided to customers without a private septic system for a monthly fee. Storm drains are provided solely as a method to control surplus rain water. It is illegal to dispose of liquid or solid waste through storm drains. Customers with private septic systems for the disposal of liquid household waste are subject to regulation and fees imposed by the State of California.

SOCIAL MEDIA and VILLAGE VIEW NEWSLETTER

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