Salem City
New Customer Residential Information

Utility Sign Up

1. **Complete Utility Application/Utilities Contract**
   - Print and complete the following Utility Application/Utilities Contract.
   - E-mail the completed forms to tammyb@salemcity.org.
   - A Salem City employee will call you to pay the Application Fee and Utility Deposit over the phone.

2. **Pay $50 Application Fee**
   - A utility account set up fee of $25
   - A waste collection set up fee of $25

3. **Pay Utility deposit**
   - A $150 utility deposit
   (The City will waive the $150 deposit for both owner occupied dwellings and renters who sign up for ACH Autopay through Salem City (not third party i.e. Bank Bill Pay.)

4. **U. S. issued photo identification**
   - An unexpired U. S. government issued photo ID is required.
SALEM CITY – UTILITIES CONTRACT

SALEM CITY, a Municipal Corporation of the State of Utah and Applicant listed above hereinafter CUSTOMER do agree as follows:

1. CITY will provide the following city services to CUSTOMER at the service address previously indicated on this Utilities Contract which is hereby incorporated by reference:

   (City Office personnel will indicate the services that apply to the service address)   (Must keep recycle and additional garbage can(s) for 1 year from service start date)
   - Residential/General Electric
   - Residential Garbage Pickup
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the event that the premises are vacant for extended periods of time, provided that CUSTOMER may eliminate minimum electric and water charges only by requesting the City to terminate service. In such event, CUSTOMER agrees to pay a reinstatement fee, as set by the City, to restore electric power service and water services. Utility deposit will be held without interest for an indefinite period of time. CUSTOMER agrees to be bound by the utility policy of the City and also the terms and conditions of the Rate Schedule and to pay applicable rates as established by the City Council. A tenant deposit is held until tenant moves. At that time, it will be applied to the account, and any unused portion will be refunded. A homeowner who fails to post a deposit when requested is subject to termination of service. In the event payment is late, a 10% late fee will be assessed. There will be a charge on all returned checks in the maximum amount allowed by state law, and CUSTOMER agrees to pay the same. Utility service is subject to City ordinances and policies established by the Salem City Council.

3. The CITY requires free unobstructed access to electric, water, and pressurized irrigation meters at all times.

4. In the event this account is placed with an attorney for collection, either with or without suit, CUSTOMER shall be responsible for all court costs and reasonable attorney's fees incurred thereby.

5. In the event this account is placed with a collection agency for collection, CUSTOMER shall be responsible for all collections costs incurred including a collection fee of up to 40%, pursuant to the provision of Utah Code Ann. 12-1-11.

6. CUSTOMER, if any, hereby warrant and affirm that the information provided on this form is true and correct to the best of their knowledge. FAILURE TO PROVIDE TRUE AND ACCURATE INFORMATION MAY SUBJECT YOU TO CRIMINAL PROSECUTION UNDER UTAH CODE 76-8-504. CUSTOMER also affirm, understand, and agree to comply with provisions of this Utilities Contract.

7. If customer resides in a subdivision where there are individual lighting post in lieu of street lighting, Customer agrees to maintain the posts in good repair and to replace any bulbs, refractors, ballasts, or other parts necessary to maintain the light post in good working order. All bulbs are to be replaced with high-pressure sodium lamps or equivalent as approved by the city electrical department with a minimum of 70 watts. Any refractor is to be replaced with clear glass or injection-molded polycarbonate refractor.
   a. In the event that the customer fails to repair or replace any item as set forth herein, the City may do so and assess the CUSTOMER for the charge therefore as part of the customer’s utility bill. Failure to pay these charges will subject CUSTOMER to termination of service.

8. Federal law requires that we establish your identity by accessing information in your credit report. By submitting this application you are authorizing us to obtain information from your credit report to validate your identity.

**Customer Initials ________ I received the New Customer Information flyer**

| Applicant Signature: ___________________________ | Date: ___________________________ |
| Spouse or Co-Applicant Signature: ___________________________ | Date: ___________________________ |

**Office Use Only**

- **Customer Type**
  - [ ] Homeowner
  - [ ] Rent (Must provide authorization from Landlord to set up utility services)
    - Landlord Name and phone: ___________________________
  - [ ] Landlord (Need to submit Landlord Agreement with this application)

| Garbage Set Up Fee ($25) / Date Paid: ___________________________ | [ ] Verified SSN |
| Utility Set Up Fee ($25) / Date Paid: ___________________________ | [ ] Verified US Issued Photo ID |
| Utility Deposit ($150) / Date Paid: ___________________________ | [ ] ACH AutoPay Form |
NEW CUSTOMER INFORMATION

Welcome to Salem City! To keep you informed about events happening in Salem, frequently visit our website at salemcity.org, read the newsletter that is included with your utility bill each month, and follow us on Facebook. The City Facebook page is Salemcityutah.

Utility Sign Up

1. Complete the Utility Application/Utilities Contract

2. Pay $50 Application Fee
   - A utility account set up fee of $25
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3. Pay Utility deposit
   - A $150 utility deposit
     - (The City will waive the $150 deposit for both owner occupied dwellings and renters who sign up for ACH Autopay through Salem City)

4. U. S. issued photo identification
   - An unexpired U. S. government issued photo ID is required.

Garbage Service
Salem City provides curbside garbage collection service on a weekly basis. Salem City's collection day is Tuesday's. Garbage containers should be on the street by 7 a.m. on collection day.

To report missed garbage pick-up, report broken can, or if you have any questions, please call the City Office at 801-423-2770.

Recycling (Curbside) Service
Salem City provides a residential curbside recycling collection service on a bi-weekly basis. Salem City's recycling collection day is Tuesday's. Recycling containers should be on the street by 7 a.m. on the scheduled collection day. Refer to the scheduled recycling pick up dates on the City calendar or on the City website at salemcity.org.

Additional information regarding Salem City utility services is available on the City website at salemcity.org under Utilities & Services
Additional information regarding the following is available on the City website at salemcity.org under Utilities & Services

- **ACH Autopay**
- **Common Code Violations**
  (Access to Utility Meters, Water Use-Watering Restrictions (Prohibits outdoor watering between the hours of 10 a.m. and 6 p.m.), Snow Removal from Streets, Dog Licensing/Dog at Large, Fencing, and Clear View of Street Intersections)

If additional Water Use-Watering Restrictions are required the City will notify residents in the monthly newsletter, e-mail, City website-salemcity.org, and the City Facebook page-Salemcityutah.

- **Storm Water/Streets Compliance**
  Summary of residents responsibilities to keep our streets, storm drains and neighboring properties in compliance with standards and ordinances.
- **Utility Billing & Shut Off Policy**
- **Utility Rates**

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**Utility Deposit Policy (As of July 5, 2018)**

A customer or entity desiring to connect City utilities shall make application with the City and furnish the necessary information required, as determined by the City, to establish an account and ensure timely payments of utility payments. A customer applying for a utility services account will be required to pay a deposit. The minimum deposit for each residential utility service account shall be $150 for both owner occupied dwellings and renters. The City will waive the $150 deposit for both owner occupied dwellings and renters who sign up for ACH Direct Pay through Salem City (not third party i.e. Bank Bill Pay).

The minimum deposit for each property owner business utility service account shall be $200 for both owner occupied dwellings and renters. The City will waive the $200 deposit if the owner or renters will sign up for ACH Direct Pay through Salem City (not third party i.e. Bank Bill Pay).

The City will request the funds be withdrawn ACH Direct Pay through Salem City from the customer’s checking or savings account on the 15th of each month. Any changes to the bank account information must be made 10 days prior to the 15th of each month. If the City is notified of any payments that were returned due to insufficient funds or for other reasons, the City will charge the utility account a $20 returned payment fee. The City will also require the deposit that was waived when signing in be paid.

This means that if an ACH is returned the customer will be required to pay the original amount of the utility bill (before the 20th of the month to avoid any delinquent fees), a $20 returned ACH fee, and the required deposit. If the amounts due are not paid within 15 days after the ACH was unable to process, the utility services will be subject to the City’s Shut Off Policy.

**Summary of Utility Deposit Policy**

- On the 15th of each month the City will request the funds be withdrawn from the customer’s checking or savings account.
- If you decide to waive the deposit and sign up for ACH Autopay through Salem City, do not sign up for Xpress Bill Pay Autopay or you will make duplicate payments on your account.
- Returned ACH due to insufficient funds or other reasons:
  - You will no longer be eligible for ACH Autopay through Salem City
  - Be charged a $20 returned payment fee
  - Be required to pay the utility deposit ($150 for residents and $200 for businesses).
ACH AUTOPAY AUTHORIZATION AGREEMENT

I(We) hereby authorize and request Salem City to initiate withdrawal entries and to initiate, if necessary, deposit entries and adjustments for any withdrawal entries in error to my (our) account indicated below and the financial institution named below, hereinafter called FINANCIAL INSTITUTION, to deposit to or withdraw from such account.

This authority is to remain in full force and effect until Salem City and FINANCIAL INSTITUTION receive written notification from me (or either of us) of its termination in such time and in such manner as to afford Salem City and FINANCIAL INSTITUTION a reasonable opportunity to act on it.

Funds will be withdrawn from the account on the 15th of each month or the following business day if the 15th is on a weekend or holiday. Salem City may terminate the authorization due to Non-Sufficient Funds (NSF) in the account and may charge any fees associated with a returned payment.

Salem City Utility Account Number: ________________________________

Customer Name: ________________________________________________

Circle Type of Account:  Checking    Savings

Financial Institution’s 9 Digit Routing Number: __ __ __ __ __ __ __ __ __

Customer’s Checking/Saving Account #: __ __ __ __ __ __ __ __ __ __ __ __ __

Customer’s Signature: __________________________________________  Date: _____________

Customer’s Signature: __________________________________________  Date: _____________

IMPORTANT NOTE: To ensure proper bank coding of your Autopay, attach a voided check or a Direct Deposit Authorization form from your bank.

DO NOT SIGN UP FOR ACH AUTO PAY THROUGH SALEM CITY AND XPRESS BILL PAY OR YOU WILL MAKE DUPLICATE PAYMENTS ON YOUR ACCOUNT

Attach Voided Check Here