



Village of
Yellow Springs

**VILLAGE OF YELLOW SPRINGS UTILITY
ACCOUNT APPLICATION/CONTRACT**

Village of Yellow Springs Utilities 100 Dayton St. Yellow Springs, OH 43587 | Phone: (937) 767-7202 opt. 2 | www.yso.com

Name (Last, First, Middle Initial):	Driver's License Number:	Date of Birth:
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Phone #:	Email:
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Co-Applicant Name (Last, First, Middle Initial):	Drivers' License Number:	Date of Birth:
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Phone #:	Email:
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Mailing Address (If Different from service address):

Service Address:

Own Rent (please fill out owner/landlord's info in next box if applicable)

Owner/Landlord's Name (if applicable):	Owner/Landlord's Contact Number:
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Utility Round-Up Program: Opt in *Additional Amount Monthly: \$ _____

IN CONSIDERATION OF RECEIVING VILLAGE UTILITY SERVICES, YOU, THE SIGNER(S) AGREE TO AND ARE RESPONSIBLE FOR THE FOLLOWING:

1. For the timely payment while services are in your name. Payments are due by the 15th of each month. Late payments will be charged a 5% penalty. Once a bill becomes 30 days late, the Village of Yellow Springs reserves the right to terminate service.
2. That you will abide by Village ordinances and/or our policies and procedures.
3. That you agree to give the Village Meter Reader access to read any meters associated with the services provided, whether they be located inside or outside the premises.
4. If you, or any member of your household owes any outstanding utility bills, you will pay such bills in full before any service will be provided at the above address. Additionally, if after this service is provided it is found that there are outstanding bills that exist, current service may be discontinued without liability to the Village of Yellow Springs, until the outstanding bill is rectified.
5. That you have read, understand, and agree to the information listed on the front and back of this form, and that you are at least 18 years of age.

Signature: _____ Date: _____

Co-Applicant Signature: _____ Date: _____

FOR OFFICE USE ONLY

Garbage Tier:	<input type="checkbox"/> Lease Received / Proof of Ownership
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Pick-up Day:	Account Number:
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IMPORTANT UTILITY BILLING INFORMATION

BILLING AND PAYMENTS FOR SERVICE

Bills are mailed out around the 26th of each month and are always due the 15th of the following month. If the utility bill is not paid in full by the 15th of each month, a 5% penalty is assessed. Once a bill goes 30 days past due a disconnection notice is mailed (if you are a renter, the property owner/landlord is notified) with a disconnection date. Payments are due no later than 4:30PM on the last business day prior to the disconnection date. If payments are not received by this time, a disconnection fee is assessed to the account. Once utilities are disconnected, a payment of the full balance including the disconnection fee will be due, no personal checks will be accepted.

The Village Utilities Office accepts a number of different forms of payment. We accept cash, checks, money orders, credit/debit cards*, and automatic debit from a checking or savings account. To pay by phone, call 1-937-701-7352 anytime (fees apply).

*convenience fees apply.

We also offer options to help you pay your bill, such as level billing, payment agreements, and information on payment assistance.

GARBAGE INFORMATION

The Village has contracted with Rumpke. Each home is provided a recycling cart; trash cans/carts are provided by the customer. Garbage rates are on a tiered system shown below. The rates shown are base rates, a fuel service charge will be added monthly (charge fluctuates). We can help you select a tier that is right for you.

<u>Tier</u>	<u>Gallons</u>	<u>Base Rate</u>
1	Up to 35	\$14.15
2	Up to 65	\$15.45
3	Up to 120	\$17.24
4*	95-Gallon	\$28.33

Rumpke Cart

Additional carts available to rent for \$11 each per month

If you have questions or problems with your garbage service, please call or email us. Do not call Rumpke as we are the best ones to help you with your issue quickly because your account is with us and not Rumpke.

Yard Waste- Rumpke will pick up yard waste on the last Friday of each month from April through November. Yard waste must be placed inside brown bags provided by Rumpke. Bags can be purchased at the hardware store in town, or in our office for \$2.86 each.

Extra Trash- You are allotted one complimentary bulk item pick-up per week. Any additional items will require the purchase of stickers. Stickers are \$1.70 each. The amount of stickers needed will depend on the items.

Utility Disputes

Inquiries or complaints regarding a specific utility bill must be made prior to the due date. Utility bill complaints are filed with the Village Utilities Office. Complaints may be filed via mail, in person, or via email to utilitybilling@yso.com. Any pertinent documentation should be presented at that time. Bills in dispute are still subject to penalty and/or disconnection for non-payment. If you are disputing your current meter reads, a courtesy re-read will be offered once a month. Any additional requests for re-reads made by the customer may incur a charge on their next bill for each work order created.

Access to Meters

A number of meters within the Village are located inside residences or buildings and not accessible by Village staff. Per Village Ordinance 1040.11, customers shall allow Village staff access to Village equipment, including meters, at intervals not to exceed 90 days. This policy is in place in order to ensure that the equipment is functioning properly and collecting accurate readings. Gaining access to meters and acquiring reads also alerts Village staff to any water leaks or other issues that could affect a customer's bill.

Sewer Adjustments

Adjustments can be made to the sewer portion of your bill in the event that a leak occurs that does not enter our sewer system. We also offer a Summer Sewer Adjustment program for watering gardens, and swimming pool fills. More information on these programs can be found at www.yso.com under Utility Billing Dept. You can also contact our office with any questions.

Change of Address and Contact Information/Moving Out

It is the responsibility of the customer to notify us of any change in address or contact information via phone or email as soon as possible. **Failure to receive your Village utility bill does not excuse payment and/or penalty.** If you are moving out, you are required to notify us within 24 business hours of the move to have a work order placed for a final meter reading by Village staff. Final reads will be used to calculate your final bill. A forwarding address is needed in order to ensure the final bill is sent to you.