SPERRY UTILITY SERVICES AUTHORITY
APPLICATION FOR RESIDENTIAL/COMMERCIAL 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 _____ Phone #_____

APPLICANT INFORMATION

Name: First_____ Middle_____ Last_____

Business Name (For Commercial Accounts): _____

DOB _____ SS# _____ DL# _____

Email Address _____ Primary Phone # _____
Email address will be used for alerts & notices

Employer _____ Work Phone # _____

Employer Address _____

SPOUSE/CO-APPLICANT INFORMATION

Name: First _____ Middle _____ Last _____

DOB _____ SS# _____ DL# _____

Employer _____ Primary Phone #_____

Employer Address _____Work Phone #_____

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.

(see reverse side)

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 Utilty 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. "CUSTOMER" 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. **We do not accept credit/debit cards for payment of deposit.**

3. The customer shall give authorized agents of SUSA permission to enter their premises at all reasonable times for any purpose incidental to the supply of utility services, including meter reading. Refusal on the part of the customer 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 is interrupted by SUSA action.

5. SUSA will do a leak inspection at the request of occupant only if occupant is present. SUSA will do no service repairs 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.

****

Please subscribe to receive our News and Alerts
Go to Sperryok.gov and subscribe to news, notices and alerts (e.g. water outages) delivered directly to you via email and/or text.

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 customer 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 customer 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 that 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

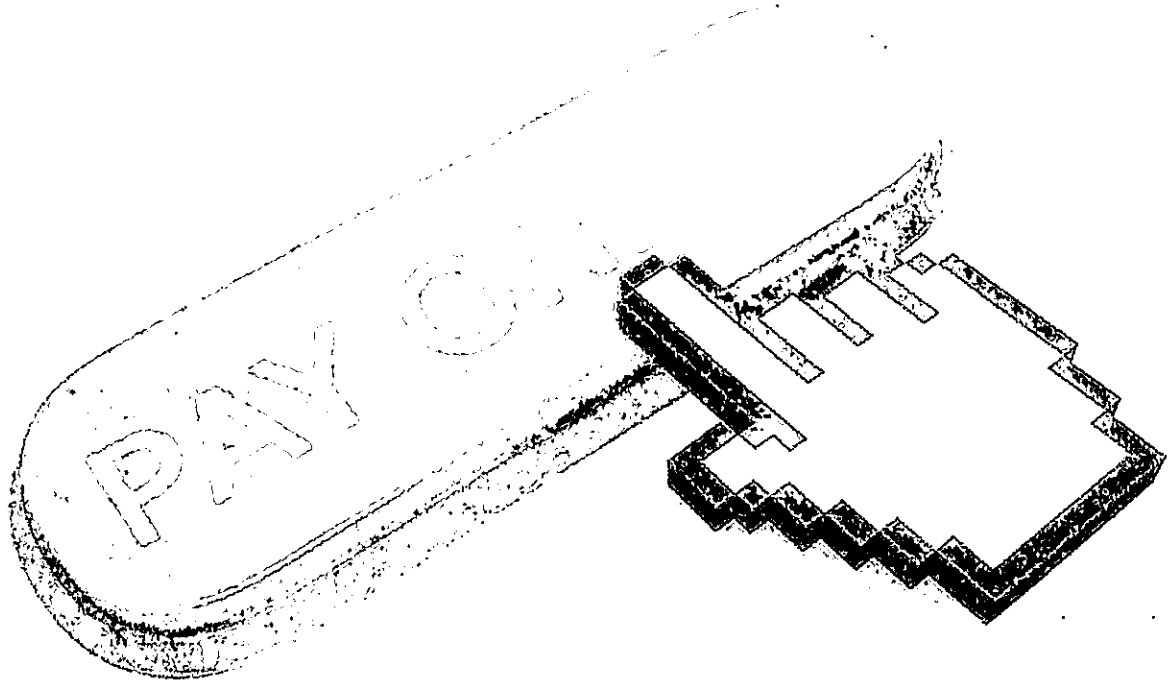
SUSA may disconnect utility service to a customer for the reasons set forth below:

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 customer 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 customer 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 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 $60.00, per utility, reconnect fee and the payment of all outstanding balances, including the $100.00 tampering fee.

The customer shall be responsible for all damage to, or loss of, SUSA property located on the customer's premises, unless damage caused is beyond the customer's control. The customer 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.

Just 3 clicks to pay Sperry utility bills



Pay online at

www.SperryOK.gov

Call toll free 877-885-7968

Download "PSN Payments"
from App Store® or Google Play™

---

eCheck Savings MasterCard DISCOVER VISA

Authorized Processor

PSN

Payment Service Network, Inc

IMPORTANT INFORMATION ABOUT YOUR TRASH SERVICE

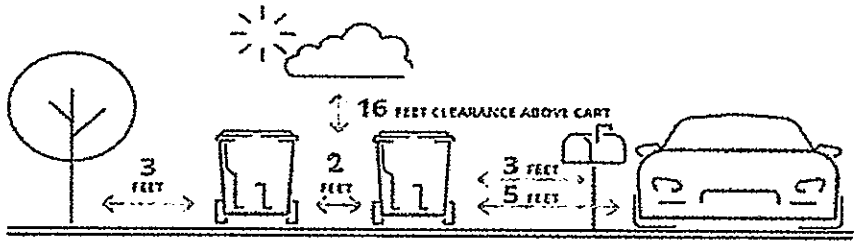
ALL RESIDENTIAL CUSTOMERS WILL BE COLLECTED ON THURSDAY

Trash service requirements:

- We request that you bag any odorous, wet/liquid garbage before placing it in the trash cart
- Completely close the trash cart lid before placing it by the road for collection
- Your trash cart must be placed within one foot of the edge of the road, before 6 a.m. on collection day.
- Any trash that is not contained within the trash cart provided by the refuse contractor WILL NOT BE PICKED UP, unless prior arrangements have been made with the refuse company*. This includes personal trash containers, tree limbs, leaves, bags, boxes, etc. If the one trash cart provided by the refuse contractor is not sufficient for your household, you may request an additional cart, at an additional monthly fee.
- NO HAZARDOUS MATERIAL OR CONSTRUCTION DEBRIS.
- 2-yard dumpsters at residential addresses will no longer be available. Those dumpsters will be picked up and replaced with a trash cart provided by the refuse contractor. If you feel that one trash cart is not sufficient for your household, you may request an additional cart, at an additional monthly cost to you.

*If you have additional bags of trash, such as yard clippings, leaves, etc., or bulky items, such as furniture, mattresses, etc., you may contact the refuse company, (not SUSA) and pay an additional fee directly to the refuse company, for those items to be picked up.

CART PLACEMENT GUIDELINES

TO GUARANTEE OUR TRUCKS AND WORKERS CAN SAFELY COLLECT YOUR TRASH, PLEASE FOLLOW THESE GUIDELINES:

1. Place trash carts curbside by 5 a.m. on pickup day (or the night before)
2. Place cart wheels facing the house and the lid opening toward the street, no more than 3 feet from the edge of the road.
3. Keep carts out of the street, ensuring all waste is bagged and inside the cart with the lid fully closed.
4. Maintain 3 feet of clearance from obstacles like mailboxes, trees, poles, fences, etc.
5. If you have more than one cart, please allow at least 2 feet between carts.
6. Avoid placing carts under low hanging trees or power lines.
7. No personal trash cans or "extra" trash will be picked up. If you need an additional cart, please call SUSA, 918-288-7056, and they will provide you an extra cart.