

City of Atkins Temporary Utility Service Change Request

If you plan to be away from your home or business for an extended period of time, please call or stop by the city clerk's office to discuss your City of Atkins utility service and billing options.

Contact the City Clerk by phone (319) 446-7870. Fax number: (319) 446-6003 Email: ciatkins@netins.net

92.08 TEMPORARY SUSPENSION OF SERVICES. A property owner may request water service be temporarily suspended by completing documentation provided by the City Clerk when the property is expected to be vacant for more than one month but less than six months; otherwise, the customer shall remain liable for all water used and service rendered by the City until said notice is received by the City. There shall be a twenty-five dollar (\$25.00) administrative fee collected for the suspension and restoration of service. During a period when service is temporarily suspended as provided herein, there shall be no minimum service charge, but all surcharges and assessments shall remain in effect. If there is any usage during the temporary suspension, the property owner will be billed for the usage when account service is restored. If curbside valve shut-off is requested, a service fee of \$120.00 shall be required to cover the cost of suspending and resuming water service, payable at the time the customer requests voluntary discontinuation of water service. To resume water service when a curbside valve is shut-off, the property owner must schedule an appointment during regular business hours and must be present for the reconnect to occur.

Please choose the Option that best suits your needs.

You will be billed for utility services received in the month before you leave; please make arrangements to pay your bill if you are not signed up for ACH automatic payments.

OPTION ONE—KEEP WATER ON AT THE STREET INACTIVE ACCOUNT STATUS

No monthly bills. Water and sewer service is available for use. Recommended to turn inside water shutoff valve off.

OPTION TWO—WATER SHUT OFF AT THE STREET INACTIVE ACCOUNT STATUS

No monthly bills. No water service is available. You must make an appointment during normal business hours for the City to turn water back on at the street. **Please arrange to have someone present when water is turned back on.** Date to turn Water Off _____ Date to turn Water On _____

Name (Please Print) _____ Account Number _____

Address _____

Mailing Address during your absence _____

Telephone _____ Cell Phone(s) _____

Email _____ Reason for Request _____

Emergency Contact _____

Date Leaving _____ Date Returning (Account status will be made ACTIVE) _____

I understand and accept the provisions of OPTION which I have chosen on this form.

Signature _____ **Date** _____

(Signature is required to process your request)

Whether you leave water service on or have it shut off, please remember that you are responsible to ensure all systems in your home are adequately protected from damage that could occur during your extended absence. If you are not sure how to properly secure your furnace, plumbing, water heater, water softener or any other appliance; please seek the advice of a professional.

The City of Atkins accepts no financial responsibility for damages, and will not forgive large water and sewer service bills resulting from water leakage or unauthorized usage, etc. during your absence.