

# 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 \$27.00 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, 11:00 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: [www.municipalonlinepayments.com/sierramadre](http://www.municipalonlinepayments.com/sierramadre)

Mail: Pre-addressed envelope enclosed; allow time for the postal service to deliver.

Phone: VISA or MasterCard required/call (626) 355-7135 x322 during office hours

In-person: City Hall front desk; or

Drop box: in the north end of the City Hall parking lot (anytime; payments deposited after 3 pm will post to the customer's account on the next business day).

## DUE DATES

Utility bills are issued bimonthly on/after the first day of the month (following the 2-month billing cycle). Bills are due upon receipt. 6% penalty fee will apply and reminder notices are issued if all or part of a balance remains unpaid by 3 pm on the last day of the month (postmarks are not considered).

24-hour shut-off notices are issued if all or part of the balance remains unpaid by the 15<sup>th</sup> day of the month following billing. Service will be shut-off the following business day if all or part of the balance remains unpaid and a service shut-off fee will be applied. Payment of the outstanding balance, a re-connection fee and a deposit will be required before service is re-connected.

If you are unable to pay all or part of a utility bill, contact City Hall to make special arrangements. A customer's payment history will be considered when making special payment arrangements.

## 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](http://www.cityofsierramadre.com)). The fees are a combined total of a flat water and/or sewer connection fee and a water consumption fee.

## UTILITY USER TAX:

The City assesses a Utility User Tax (UUT) to both the water and/or sewer fees. Households that qualify as low income may complete a UUT exemption application annual in June. Contact City Hall for the application process.

## 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. If a second re-read is requested by a customer within a 12-month period the call will be treated as a "meter-test" call & a deposit will be required. The deposit will be returned if meter is found to be in error, 2% high or low.

## 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. Failure to replace a returned check within the 5 business days will result in termination of utility service. A deposit will be required for continued service if two returned checks are issued within a 24-month period.

## DEPOSITS

New customers, customers with delinquent balances or customers that issue checks that are subsequently returned by the bank are required to post a refundable deposit. The deposit amount varies up to the three highest months' service at the address.

Owner occupied units are eligible for a refund of the deposit after demonstrating timely payment of utility bills over a 12 month period. Requests for a refund of a deposit before the final utility bill is settled must be in writing. Deposit refunds will be credited to the next month's utility bill. Units occupied by tenants are eligible for a refund upon final billing of the account.

## DELINQUENT OR ABANDONED ACCOUNTS

The property owner is ultimately responsible for payment of the utility services. If an account remains delinquent for more than 120 days, the bill will be sent to a private 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 restaurant, café, deli or other public place where food is sold, served or offered for sale, shall serve drinking water to any customer unless expressly requested by the customer.
- 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 10:00 am and 4:00 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 Mandatory Water Conservation Information visit [www.cityofsierramadre.com](http://www.cityofsierramadre.com)

## 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.