



UTILITY BILLING INFORMATION

How do I arrange for NEW SERVICE or a TRANSFER OF SERVICE?

You must come in person to our office at 113 E. Commerce Street

What information do I need to bring?

- Name
- Service address – Where do you want the water service?
- Billing Address – Where do you want the bill sent?
- Your Phone Numbers: home, cell
- A Copy of Your Driver's License
- Your Social Security Number
- Your Employer's Name
- Spouse or Co-Applicant's Name, Phone Numbers, Employer Info

How much does a New or Transfer Connection cost?

- New/Transfer Connection Fee - \$25
- NEW Service requires a \$125 Deposit

The Transfer of Service Fee will appear on your first bill at the new address.

NEW Accounts must pay the \$125 deposit AND \$25 Connection Fee at time of Application.

How long will it be before I get new water service?

Up to 24 hours. In some cases your services may be connected within a few hours. But please allow UP TO 24 hours. For accounts established on Friday, services may be connected on Monday.

Do I need to be present when service is connected?

If the water is already on at the address you do not need to be present. If the water is off you, or someone must be there to watch for leaks or open faucets. IF you are willing to take all responsibility a form is available for you to sign that says the City will NOT be responsible for any damages due to leaking pipes, open faucets, etc. , and that YOU the customer WILL be responsible for any water usage resulting from any of those.