

STRATFORD MUNICIPAL UTILITIES APPLICATION FOR SERVICE

Phone: 515-838-2311

Fax: 515-838-2315

email: cityofstratford@globalccs.net

Date of Application _____

Federal I.D. Number _____ or

Name of Primary Applicant: _____

Soc. Sec. Number: _____ - _____ - _____

(Responsible for all decisions regarding this account)

Service Location: _____

To received Notice/Public Notice we need

Mailing Address (*if different): _____

Email: _____

Primary Phone #: _____

Secondary Phone #: _____

Employer (if applicable) _____ Work Phone #: _____

Name of Secondary Applicant: _____ Soc. Sec. Number: _____ - _____ - _____

(Spouse or other responsible adult in the household, also responsible for decisions regarding this account)

Employer (if applicable) _____ Work Phone: _____

Other Adults Responsible for the Premise:

(First/Last Name)

(First/Last Name)

Is the service address: Owned? Rented? If rented, enter landlord's name / address / phone #

Have you or any other occupant at this address ever had an account with the utility?

If YES, please enter the address _____ If NO, please initial: _____

Services applying for: Electric - type: single-phase _____ 3-phase _____ geothermal _____

Water & Sewer Garbage

Type of Service: Residential Commercial Other _____ (Describe Premise)

Activation Date: _____

Check if you wish to sign up for automatic withdrawal and please provide us with a voided check.

Check if you wish to sign up for a Level Payment Plan (Budget Billing).

Notice of New State Electrical Program per Iowa Code 103.28(1)

Electrical permits will be required for all new installations. Alterations require permits unless ALL of the following conditions apply: (1) the installation is under the direct supervision of a licensed electrician. (2) The installation does not in anyway involve work within a new or existing switchboard or panel board. (3) The line to ground installation does not exceed 30 amperes. (4) The line to ground installation does not exceed 277 volts single phase. **See Iowa Code 103.28(1)**. Inspection in the area will be done by State inspector as assigned. All requests for electrical permits, fee payments, and requests for inspections may be made online at iowaelectrical.gov. For those without online service, accommodations have been made by providing applications that can be faxed or mailed. These are available on the website or by calling 575-725-6147. Any questions you have should be directed to the Inspector Supervisor assigned to the area which is Dwight Kramer 515-290-0629 or email Kramer@dps.state.ia.us.

There is an administrative fee of \$25.00 for processing utility services for new property owners and renters. This is a non-refundable fee to be paid when services are applied for. If you would like this added to the first billing, initial here _____

I hereby apply for the utility services described above and agree to pay all charges incurred in accordance with the rates, rules, and regulations legally in effect and on file at the utility. I understand I am required to pay a deposit, which will be refunded or credited to my account per City of Stratford Code of Ordinances and Policy.

I (we) have read and understand everything stated on this application. For e-submissions, I understand that typing my name below serves as a binding signature.

(Signature of Primary Applicant)

(Signature of Secondary Applicant)

(Signature of Other Responsible Adult)

(Signature of Other Responsible Adult)

Office Use Only:

Date Rec'd & Initials: _____ Date Approved & Initials: _____ Account #: _____

Deposit Amount: _____ Method of Payment: _____ Date Paid: _____

Identification Verification by: _____

Notice to Our Customer

If you have questions or complaints regarding your utility service, you may contact a utility representative at City of Stratford, 805 Shakespeare Avenue, Stratford, Iowa 50249-0218, 515-838-2311, or email cityofstratford@globalccs.net. If your complaint is related to service disconnection, safety, or renewable energy, and we do not resolve it, you may contact the Iowa Utilities Board toll-free at 1-877-565-4450. You may also write the Iowa Utilities Board at 1375 E. Court Ave, Room 69, Des Moines, IA 50319-0069, or by e-mail at customer@iub.iowa.gov. For low income energy assistance contact Upper Des Moines Opportunity, Inc. 515.832.6451. Low income customers may also be eligible for free legal assistance from Iowa Legal Aid, and may contact Legal Aid at 1-800-532-1275

RETURN OF UTILITY DEPOSITS: The following policy shall be followed in returning deposits:

- a. The **electric utility** deposit shall be refundable after twelve (12) months if the payment record of the depositor shows they have never been delinquent during the previous twelve (12) months.
- b. The **water, sewer, storm water, solid waste collection and disposal utility deposit for property owners** shall be refundable after twelve (12) months if the payment record of the depositor shows they have never been delinquent during the previous twelve (12) months
- c. The **water, sewer, storm water, solid waste collection and disposal utility deposit for property renters** shall be refundable only after terminating services to move from the location that deposit is on; deducting any amounts owed to the City for previous utility service up to the time of termination of the utility service(s).
- d. The deposit shall be returned to any customer who terminates service to move out of the city service limits; deducting any amounts owed to the City for previous utility service up to the time of termination of the utility service(s).
- e. All refunds shall be by check and mailed to the customer at their new or forwarding address.

[Per Ordinance 2013-02 and Resolution 2013-30. Adopted August 13, 2013; effective August 21, 2013.](#)

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Elevated Fluoride Levels Detected. This notice is being sent to you by the Stratford Muni Water Dept PWSID# 4051002.

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2.0 milligrams per liter (mg/l) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your public water system Stratford Municipal Water Department has a fluoride concentration of 2.54 mg/l.

Dental fluorosis in its moderate or severe forms may result in a brown staining and or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4.0 mg/l of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4.0 mg/l of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2.0 mg/l because of this cosmetic dental problem.

For more information, please call Rachel Cahill of the Stratford Municipal Water Department at 515-838-2311. Some home water treatment units are also available to remove fluoride from drinking water. In Iowa, home water treatment units are regulated under 641—Chapter 14, with the water treatment unit registration program administered by the Iowa department of public health's environmental health division. In addition, you may call the National Sanitation Foundation (NSF) International, at 1-877-867-3435.

Heating assistance for families

The Low Income Home Energy Assistance Program (LIHEAP) is designed to assist low-income families with the cost of home heating. Applications are accepted on a first-come / first-serve basis as posted at your local community action office. The Community Action Agency for Stratford is Upper Des Moines Opportunity; phone 515-832-6451.

A household may qualify for assistance in this program if its income falls within a prescribed income range. When you apply, bring proof of income for the last 3 months, including verification of any fixed income such as Social Security benefits and Aid to Families with Dependent Children; a copy of your federal income tax return; and copies of your heating and electric bills.

For more information, contact your local community action agency office or LIHEAP Community Action Department of Human Rights, Capital Complex, Des Moines, IA, 50309; 515-281-4204

PROJECT SHARE —

Add a "PS" to help a neighbor

Many less fortunate neighbors are worried about keeping their families warm or cool during the winter or summer season. You can do something to help — through **PROJECT SHARE**.

Project Share is a plan that helps needy households pay a portion of their wintertime or summertime energy bills. Add a regular "PS" contribution to your monthly utility payments or make a direct donation. Your contribution is voluntary, flexible, and tax-deductible.

To participate, simply call 515-838-2311, stop in at City Hall in Stratford.