

City of New Haven

Customer Application

Water, Sewer and Natural Gas utility service



The following information and / or deposit payments are required to establish utility service in the City of New Haven: Complete and signed customer application; Copy of Driver's License or other acceptable form of identification for each account holder; Signed acceptance of service terms and conditions; Customer deposits (rental properties and mobile homes only).

Date to Start Service: _____ Service Address: _____

Name You Will Want On Your Utility Bill: _____

Bill Address If Different: _____
Street City State Zip

Own _____ Rent _____ Landlord name and contact number _____

If you are renting, the City may require owner authorization for you to establish the utility account in your name.

APPLICANT INFORMATION

This is the person primarily responsible for the account. The applicant and co-applicant (if any) must present a valid Driver's License or other acceptable form of identification at time of application. Valid ID is required by federal regulation.

Name _____

DOB: ____/____/____ SSN: ____/____/____

Phone Number: (____) - ____ - ____ Email: _____

Employer: _____ Work Number: (____) - ____ - ____

Address Moving From: _____
Street City State Zip

CO-APPLICANT INFORMATION

Your spouse, roommate or other person(s) in the household is **NOT** presumed to be a Co-Applicant. They **MUST** be added and present an I.D. at application time. No information will be shared unless they are on this application!

Name _____

DOB: ____/____/____ SSN: ____/____/____

Phone Number: (____) - ____ - ____ Email: _____

Employer: _____ Work Number: (____) - ____ - ____

Address Moving From: _____
Street City State Zip

EMERGENCY CONTACT

This information is used to contact you if we become aware of a utility emergency at the account location.

Emergency contact name / number _____

PRIOR SERVICE

Have you or anyone in the household had utility service with the City of New Haven before? Y / N

Name(s) and dates of service _____ Service address _____

APPLICANT / CO-APPLICANT SIGNATURE

I certify that all information provided on this form, and further that I have read and understand the service terms and conditions provided on the back of this application.

Applicant signature and date

Co-applicant signature and date

City of New Haven General Terms and Conditions

Water, Sewer and Natural Gas utility service Residential Solid Waste and Recycling (Trash) collection

The following is a summary of the basic terms and conditions governing utility and trash collection service. Complete copies of the applicable sections of the Municipal Code of the City of New Haven and governing ordinances are available at City Hall or on the City website, www.newhavenmo.org.

1. A Residential Occupancy Permit is required upon change of occupancy in all residential dwellings. New occupants must receive either a temporary or final approved occupancy permit before establishing a new utility service account.
2. Utility bills are mailed on or before the 5th of each month and are due by the 20th of each month. If the 20th falls on a Saturday, Sunday or legal holiday, payments are due on the next business day. (Example: If the 20th falls on a Saturday, payments are due the 22nd.) A 10% penalty will be added to all delinquent accounts.
3. The City will send notice to the account holder if an account is delinquent. If the utility bill is not paid by the last day of the month, service will be disconnected on the next business day immediately following.
 - a. When a utility service has been terminated due to non-payment, reconnection fees, deposits and full payment of the bill must be paid before utilities will be reinstated. Fees and deposits are as follows:

Water: **\$20.00** reconnection fee and **\$50.00** deposit
Natural Gas: **\$50.00** reconnection fee and **\$100.00** deposit
4. All renters or owners of a mobile home must pay the utility service deposit(s) required and maintain "good standing" with the City by paying the utility bill in full on or before the due date. A notice will be sent to the landlord / property owner if an account becomes delinquent. Deposits will be applied to the customer's final bill when an account is closed. Any remaining deposit is returned to the account holder.
5. All residential trash customers must set their trash out before 6 a.m. on collection days (Tuesday for trash and Friday for recycling). If trash bills become delinquent the City will sign a complaint and the account holder will be issued a summons to appear in Municipal Court. The City does not provide trash collection service to commercial or industrial establishments.