



One Municipal Plaza
401 S. Meridian Street
Lebanon, IN 46052
765-482-5100
www.lebanon-utilities.com

Lebanon Utilities Service Agreement RESIDENTIAL

Name(s) on Account: _____

Name(s) on Account: _____

Service Address: _____

Phone: _____ Phone: _____

NOTE: For us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable. I/We have read this disclosure and agree that Lebanon Utilities (or its representatives) may contact me/us as described above.

Mailing Address: _____
(if different than service address) _____

Social Security #: _____ Social Security# _____

Driver's License: _____ State: _____

Driver's License: _____ State: _____

Employer Name: _____

Employer Address: _____ Phone #: _____

Landlord/Apartment Complex: _____

Date of Move in: _____

By signing below, I/We acknowledge Lebanon Utility's General Terms and Conditions for Electric Service, Water Service and Wastewater Service, including collection policies pertaining to my requested utility service. I have read, understand, and agree to adhere to the policies and conditions contained therein, as well as, the terms set out in the Lebanon Utilities Service Agreement.

Customer Signature: _____

Date: _____

OWNER

TENANT

Terms and Conditions for Electric, Water & Wastewater Service Agreement

General Terms and Conditions for Utility Service

In addition to the following requirements, customers are bound by the General Terms and Conditions for Electric Service, Water Service and Wastewater Service adopted by the City of Lebanon under Ordinance No. 2015-9, and available in the Utility's Customer Service Department and online at www.lebanon-utilities.com.

Obtaining Service

Residential customers must provide a picture ID and complete an application to obtain services through Lebanon Utilities. If you are renting, rental verification or a copy of the lease must be provided before opening an account. This information should include the names of all individuals over the age of 18 who will be living at the rental property.

Service Deposit

The Utility may require customers to pay a service deposit at any time prior to or after the commencement of service. Such service deposit is normally based on one-sixth (1/6) of the estimated annual cost of service for each utility or such lesser amount as may be deemed appropriate by Utility.

Departing Customers

Customers who have not contracted for service for a specified term may have service discontinued by giving notice in writing at Utility's office of the date on which customer desires that service be discontinued. Utility will endeavor to obtain the final meter reading on the date customer specifies in his notice but shall not be obligated to do so unless customer's notice provides Utility at least three (3) working days advance notice. Customer shall be obligated to pay for service rendered to the premises until the final meter reading is obtained by Utility.

Customers who have contracted for service for a specified time may have service discontinued by giving notice in writing at Utility's office and agreeing to pay (i) for service used to the date of Disconnection, and (ii) the minimum charges which would be due Utility for the remaining period of the contract in accordance with the contract provisions.

Monthly Payments and Delinquent Accounts

Payments for utility services are due on the same date each month. Bills paid after this date will incur a late charge the first business day following the due date. Customers are responsible for all costs related to the Utility's collection of delinquent amounts, including attorney fees as may be allowed under Indiana law.

As a term of your service with Lebanon Utilities you agree that if you default on any amount owed to the Lebanon Utilities and your account is referred to a collection agency a collection fee will be added to the defaulted amount owed.

Insufficient Funds

Payments returned for insufficient funds will incur a penalty of \$15 for each such occurrence. If multiple payments are returned for insufficient funds, the Utility may, at its discretion, require future payments be made by cash, money order, credit or debit card.

Disconnection Procedures

Your bill for utility service is due and payable on the listed “statement date” and becomes past due 15 days after the “statement date.” If the bill is not paid, a second month’s bill is sent, listing any new charges, the past due account balance and a disconnect notice. The second month’s bill will provide you a notice that you are subject to disconnection of Utility services by the specified date. A courtesy disconnect notice attempt **may** be made by phone or text. Bills are not considered paid until payment is **received** by Lebanon Utilities. Further, upon disconnection of services your account may be subject to additional fees and charges. Disconnection of services is governed by our General Terms and Conditions of Services (“GTCS”) available at our office or website.

Please be advised that you may be eligible for a deferred payment plan. You must complete our Payment Plan Agreement form with a Customer Service Representative at our office to determine if you qualify (**please do so well in advance of your disconnect date**). There are also agencies that can provide support for utility bills such as Community Action of Greater Indianapolis, private charities and Township trustees.

For customers with a serious medical condition that require utility service(s) and have a Medical Alert Program form on file with Lebanon Utilities (i.e. those who have provided Lebanon Utilities a statement from a treating physician regarding the medical condition of a member of the household), an additional disconnect notice is provided.

Customers whose service(s) has been disconnected can contact Lebanon Utilities during our business hours from 7:30 am to 4:30 pm, Monday through Friday (excluding holidays).

Governed by the “GTCS”, customers disputing disconnections of services must file a written complaint hand delivered or mailed to our office marked “Attention: Customer Service Department” no later than **3 days** after receiving the disconnect notice.

For more information please go to the Indiana Office of Utility Consumer Counselor at www.in.gov.oucc or Title 170 of the Indiana Administrative Code available at www.IN.gov/legislative and at local libraries.

Customer Complaints and Dispute Resolution

Customers may file a complaint disputing a disconnection notice with the Utility at any time either before receiving a disconnection notice or within three (3) business days after receiving such notice. Complaints must be made in writing and mailed or hand delivered to the Customer Service Department. For further information regarding the Complaint and Dispute Resolution process please see the Utility’s General Terms and Conditions for Electric Service, Water Service, and Wastewater Service.

Payment Methods

Your utility payment can be made by cash, check, or money order. You may also make a payment by electronic check, Visa, MasterCard, or Discover by calling the Utility’s secure phone line (1-877-598-2695) or visiting the Utility’s website (www.lebanon-utilities.com). The Utility’s drop box is located on South Meridian Street in front of the City of Lebanon’s Municipal Building.

Budget Plans

Customers are eligible for a budget plan after their account has been opened at a specific residence for one year. Budget plans can be obtained by calling or visiting the Customer Service Department during normal business hours in the months of July and August only.

Registering Your Account Online

Customers can register an account online to make payments and to view account history, past payments, and usages.