



SUNMAN UTILITIES

SERVICE APPLICATION & CUSTOMER AGREEMENT

604 North Meridian Street, Sunman, IN 47041 | 812-623-2066

Page 1 of 4

Customer Name

Service Address

Account Number

USDA BOND - VOLUNTARY DEMOGRAPHIC INFORMATION

The following information is requested by the Federal Government to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race, ethnicity, and sex of the applicant based on visual observation or surname.

☐ I do not wish to furnish this information

Ethnicity:

☐ Hispanic or Latino

☐ Not Hispanic or Latino

Race - mark all that apply:

☐ White

☐ Black or African American

☐ American Indian or Alaska Native

☐ Asian

☐ Native Hawaiian or Other Pacific Islander

Sex:

☐ Male

☐ Female

NON-DISCRIMINATION STATEMENT: This institution is an equal opportunity provider.

Town administration note: This information is retained for USDA/federal compliance purposes and is not used to determine eligibility for utility service.

OFFICE USE ONLY - APPLICANT MAY STOP HERE

For staff processing only. Applicants do not complete this section.

Application Date		Book #		Seq #	
New Account #			Old Account #		
Meter Start Date	Meter Start Reading	Water Start		Receipt #	
Deposit Received					
☐ \$75 ☐ \$150 ☐ Other					
Payment Method					
☐ Cash ☐ Check ☐ Money order					
Water Code		Sewer Code		Sanitation Code	

Staff Notes

PROCESSING & FINAL REVIEW

Processed / Entered By	Date Entered	Clerk-Treasurer Initials - Codes Verified



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PLEASE COMPLETE ALL APPLICABLE FIELDS. Service cannot begin until required documentation and deposit are received.

Accessibility assistance: For help completing this form or to request another accessible format, call Town Hall at 812-623-2066.

SERVICE INFORMATION			
Service Address		Requested Start Date	
City / State / ZIP		Account Type - select one	
		☐ Owner ☐ Renter ☐ Other	
Services Requested - select all that apply			
☐ Water ☐ Wastewater ☐ Sanitation ☐ Sewer only ☐ Water only			
Water Provider (if sewer only)			
Mailing Address if Different from Service Address			
PRIMARY APPLICANT / ACCOUNT HOLDER			
Legal Name		Date	
SSN / EIN #	Verified ☐	Driver's License #	State
Phone		Email	
SECONDARY APPLICANT / AUTHORIZED ACCOUNT HOLDER (IF APPLICABLE)			
Legal Name		Date	
SSN #		Driver's License #	State
Phone		Email	
RENTAL PROPERTY OWNER / MANAGER INFORMATION			
Owner / Manager Name		Phone	
Mailing Address		Email	
City / State / ZIP		Duplicate Bill Requested?	
		☐ Yes ☐ No	



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REQUIRED DOCUMENTATION & DEPOSIT

- | | |
|---|--|
| ☐ Owner - proof of ownership | ☐ Renter - current rental lease |
| ☐ Owner deposit - \$75.00 | ☐ Renter deposit - \$150.00 |

Deposit amounts and fees are subject to amendment by ordinance. Cash, check, or money order are accepted for meter deposits under current Town policy.

CUSTOMER AGREEMENT - INITIAL EACH ITEM

In consideration of utility service, I agree to the following terms and to all current Town ordinances, adopted rates, rules, and policies governing the services on this account:

INITIAL 1 	1. Charges and governing rules. I will pay all applicable rates, deposits, service charges, connection/tap fees, penalties, and other lawful charges. Current and future ordinances, rate schedules, rules, and policies governing water, wastewater, and sanitation service are incorporated into this agreement.
INITIAL 2 	2. Deposit and documentation. I will provide the required security deposit and supporting documents. Renters must provide a current lease and the property owner/manager contact information. Owners must provide reasonable proof of ownership. Deposit amounts are those established by current ordinance.
INITIAL 3 	3. Monthly billing and late charges. Bills are mailed on or before the first day of each month and are due by the 20th. Penalties are applied beginning on the 21st. The water late-payment charge is 10% of the first \$3.00 and 3% of the amount over \$3.00. Delinquent wastewater charges are subject to the penalty required by applicable Indiana law and Town ordinance. Other fees are assessed under the current fee schedule.
INITIAL 4 	4. Customer-owned service lines. Sunman Utilities is not responsible for maintenance, defects, leaks, or damage involving customer-owned plumbing or service lines beyond the meter. The customer/property owner is responsible for the customer-owned portion of the service line and for damage caused by leaks or failures on that side of the meter, except as otherwise required by law.
INITIAL 5 	5. Meters, meter pits, and access. The meter and related utility equipment remain the property of Sunman Utilities. Customers may not enter the meter pit, operate the utility shutoff/valve, tamper with the meter or reading equipment, or obstruct access. Damage caused by unauthorized access or tampering may be charged to the responsible party. I will provide safe, reasonable access to utility equipment and secure pets when utility staff are present.



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CUSTOMER AGREEMENT - CONTINUED

INITIAL 6 	6. Delinquency and disconnection. A delinquent account will receive a shut-off/delinquency notice before disconnection in accordance with Town policy and applicable law. Under current Town policy, the notice provides 15 days before disconnection. If the required past-due amount is not paid in full by 12:00 noon on the disconnect date stated in the notice, water service may be disconnected. To restore service, the required past-due balance and the current non-payment disconnect/reconnect fee (currently \$50.00) must be paid. Reconnection is normally performed during regular utility office hours.
INITIAL 7 	7. Billing disputes. If I dispute the correctness of a bill, I will contact Town Hall before the scheduled disconnection date. I understand that the Town provides a review/hearing process for disputed bills as provided by applicable ordinance. A billing dispute does not eliminate responsibility for undisputed charges.
INITIAL 8 	8. Starting service. Service will be scheduled after the application is complete, required documents and deposit are received, and the account is approved. Current Town policy is to begin approved service within 48 hours, excluding weekends and holidays, and not to start new water service after 2:30 p.m. A responsible adult must be present when water is turned on so leaks, running fixtures, broken pipes, or other plumbing problems can be addressed immediately.
INITIAL 9 	9. Ending service and final bill. I must notify Sunman Utilities and complete the separate Final Notice / End Service form to end responsibility for service. I will provide a forwarding address. Charges continue until the Town receives the completed end-service notice and processes the final meter reading. Any deposit will be handled after final charges are calculated, in accordance with current Town ordinance and policy.
INITIAL 10 	10. Account information changes. I will promptly notify Sunman Utilities of changes to my mailing address, phone number, email address, occupancy, or other account information. I remain responsible for this account until service is formally ended or the account is otherwise changed by Sunman Utilities.

ACKNOWLEDGMENT

I certify that the information provided in this application is true and complete to the best of my knowledge. I have read, understand, and agree to the terms above. I understand that utility service is subject to current Town ordinances, rates, and policies, as amended from time to time.

Primary Signature - type full legal name	Date
Secondary Signature (if applicable)	Date