

City of Alexander

Residential Water & Sewer Service Policy

112 Manning Ave W
P.O. Box 336
Alexander, North Dakota 58831
Website - cityofalexandernd.com
Email - cityofalexander@ruggedwest.com
Phone - (701)828 3461

NEW CUSTOMERS HOOK-UP FEE AND DEPOSIT

- New customers must pay a non-refundable fee of **\$50.00**.
 - Homeowners may be required to purchase/upgrade reader to drive-by if access to reader is prohibited due to fencing, location of reader or large dogs that could pose a safety risk for meter reader.
- Rental properties will require a deposit of **\$100.00** and will be retained and returned only when notice of move-out is confirmed and account is in good standing. This deposit must be paid within 15 days of occupancy or services will be discontinued.

PAYMENT POLICY

- Water bills are mailed the 1st week of each month for services utilized the previous month. Payment is due on or before the 25th or said bill will be considered delinquent.
- Payment shall be in the form of cash, check, or money order.
- Any customer with a water bill balance not paid after two billing cycles due date or a maximum past due amount of \$100.00 will be subject to disconnect. Customers will be notified via letter and given 10 days to either make arrangements with the City Auditor, or pay the delinquent bill IN FULL. If payment is not made or arrangements are not made and followed as promised by customer, services will be discontinued. Services will not be reinstated until past due and current billing, as well as disconnect/reconnection fees are paid.
- Disconnect/Reconnect fees are as follows: **\$35.00** each during business hours, **\$100.00** each after business hours.

| | | |
|---------|--|-------------------------------|
| \$32.80 | Minimum Water Charge (up to 4,000 gallons) | \$6.00 per 1,000 gallons over |
| \$21.80 | Sewer Charge | |
| \$17.80 | Garbage | |
| \$8.00 | Surcharge | |
| \$80.40 | MINIMUM Monthly Service Bill | |

NEW CONSTRUCTION

- New construction will require a hookup fee for new water/sewer lines. For costs, please see current fee schedule.
 - Developer must hire a Licensed Sewer & Water Contractor to install water and sewer lines. Contractor must notify city official at least 48 hours prior so that city inspections may be made.
 - The licensed contractor must also furnish the city hall office with final mappings of all lines and fixtures to the structure as built.
 - All water meters must be furnished by City of Alexander.
 - Water stops/meter pits shall be installed at finish grade on all property for easy locations.
 - All new meter readers that are installed must be located on the front of either the garage or house. All meters must be accessible by the public service worker for repairs (if needed) and monthly readings.

REPAIRS AND RESPONSIBILITIES

City Responsibility

Water Issues:

- The city will read all meters every month
- All repairs and maintenance on the city side of the water stop/meter pit
- Check valves for working order
- Locating and mapping all water stops that are not current, if and where possible
- Any damage incurred by city employees, on either side of curb stop. All areas disturbed shall be repaired to original or better condition
- Stocking meters and readers

Sewer Issues

- Repairs and maintenance on all lift stations, manholes, storm sewers and lagoons
- Repairs and maintenance on all main lines for sewers and storm sewers
- Any service billing that may occur due to failure of main lines

Garbage

- City pick-up of residential garbage is on Wednesday of every week; commercial pick-up will be Monday and Friday if twice weekly pick-up is required
- Day of collection is subject to change due to unforeseen circumstances, notice will be posted at commercial businesses and public places if collection schedule changes

Customer Responsibility

Water Issues

- Installation of water stops/meter pits and lines to home or structure
- All repairs from (and including surface cap, standpipe, submerged shut-off valve) water stop/meter pit to home and inside home for water lines
- Any damages incurred by customer on either side of curb stop/meter pit. All areas disturbed shall be repaired to original or better condition
- A licensed water and sewer contractor must do any repairs or installation of water, sewer lines and meters
- Any new installation shall require the customer (or licensed contractor hired) to map all lines and fixtures installed from water stop to home and given to the city auditor for future reference and records
- Costs of water meters and readers

Sewer Issues

- Service billing that occurs due to customer negligence
- Any damage occurred to any home, basement or personal property that may be caused by foreign objects in the main lines or lift stations that would cause sewer back up. The damages that may occur to the main lines or lift stations, due to foreign objects, are the city's responsibility
- All repairs from sewer main to home

Garbage

- Provide and set out receptacles for garbage pick-up on Wednesday. Three containers are allowed (not provided) with a maximum capacity of 35 gallons each.
- Garbage must be in proper containers; bags/piles or otherwise not contained garbage or rubbish will be subject to additional charges or may not be picked up
- Dumpsters shall be placed in an approved place and at no time blocked by vehicles or otherwise made not accessible by the City of Alexander (if dumpster is blocked at the time of collection the container will NOT be collected)

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Please print clearly!

NAME: _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

PHONE NUMBER: _____

EMPLOYER: _____

EMPLOYER ADDRESS: _____

SPOUSES'S NAME: _____

SPOUSE'S EMPLOYER: _____

REFERENCES (LIST 2 PERSONS UNRELATED TO YOU OR YOUR SPOUSE) NAME, ADDRESS, CITY, PHONE #

1. _____

2. _____

By signing this utility contract I agree to the terms of the City of Alexander Water and Sewer Service Policy as presented above.

In agreement with the City of Alexander, I will be responsible to pay the City of Alexander for water and all utility charges applied to the water utility bill supplied by the City of Alexander each month. I further accept responsibility for all service and all necessary repairs on meter caused by any unauthorized act, carelessness, or negligence of myself or tenant.

By signing this utility contract, I assume responsibility for the utility bill at the above service address until the date that I notify the City of Alexander for final meter reading and checkout.

SIGNATURE: _____ DATE: _____

The City of Alexander requires a **\$50.00 non-refundable fee** and a **\$100.00 deposit for any rental property** to be returned when notice of move out is confirmed (only if account is in good standing).

Move in Date _____

Deposit paid _____

Date _____