City of Osceola, Missouri

210 Olive St. · P.O. Box 561, Osceola, MO 64776 · Phone (417) 646-8421 · Fax (417) 646-2015

Request Utility Service

Please print clearly. Bring or mail the finished form to City Hall: 210 Olive St., or P.O. Box 561, Osceola, MO 64776. You can also fill it out online on the City's website, under **Forms**.

Use this form to start the process for electric and water service. **You will still need to come to City Hall** to finish, because the City must see a photo ID, collect your Social Security number and date of birth for the credit check, and get your signature.

Before you apply, please read the Utilities Policies and Procedures. You will be asked to confirm that you have read them.

Deposits are $140 to $280 for electric service and $100 to $200 for water service, based on your credit report. City Hall will call you to set up a time.

Photo ID required. The Osceola Municipal Utilities Policies and Procedures are printed after this form. Please read them before you sign.

SERVICE

Date of application

Address where you need service

Date you need service to start

Mailing address, if different

APPLICANT

First name | Middle initial | Last name

Your current Street address

Your current City | Your current State | Your current ZIP code

Home or cell phone | Employer phone

Email address | Social Security number

Given in person at City Hall, with a photo ID.

Date of birth

CO-APPLICANT (IF ANYONE ELSE WILL BE ON THE ACCOUNT)

First name | Middle initial | Last name

Co-applicant's Street address

Co-applicant's City | Co-applicant's State | Co-applicant's ZIP code

Home or cell phone | Employer phone | Social Security number

Given in person at City Hall, with a photo ID.

Date of birth

AGREEMENT

☐ I agree to pay, in full, all balances due for utilities billed, due on the 5th of each month. Disconnection of service will be on the 11th or the next business day without any notice. If disconnection occurs, the total amount due plus a $50.00 reconnection fee must be paid before reconnection will occur. I understand it is the policy of the City of Osceola that anyone with an unpaid utility balance will not be eligible for city services until the balance is fully satisfied. I agree to a utility credit check, and I certify that I have received and read the Osceola Municipal Utilities Policies and Procedures.

SIGNATURE

By signing, I confirm the answers above are mine and are true and complete.

Signature of applicant	Printed name	Date
Signature of co-applicant (if any)	Printed name	Date

FOR CITY HALL USE

Account number	Electric deposit required	Electric deposit paid by (cash, or check number)
Electric deposit date paid	Water deposit required	Water deposit paid by (cash, or check number)
Water deposit date paid	Received by (City staff)	

Notes

Osceola Municipal Utilities Policies and Procedures

In order to facilitate a clearer understanding of how the City of Osceola's Municipal Utilities shall operate, the following policies and procedures have been developed and adopted by the Mayor and the Board of Aldermen.

Security deposits and miscellaneous

- Deposits for new customers are $140 to $280 for electric service, and $100 to $200 for water service (based on information obtained in their credit report).
- All City employees must pay a security deposit on new accounts. Existing customers who request new or additional services and who are in good standing with the City of Osceola will not be required to pay additional deposits. **Good standing means the customer is all paid up and no arrears, and without any late payments during the last twelve months.**
- **Husband, wife, and/or co-occupants (18 years or older) are responsible for any debt incurred to the City of Osceola.**
- **Should a customer in good standing wish to establish service for another property or another customer, unpaid bills for the additional property will become their responsibility.**
- Anyone wishing to purchase a Business License from the City of Osceola will be required to pay any personal outstanding utility balance and City taxes owed.
- Anyone wishing to run for Mayor or Board of Aldermen must be in good standing with utilities, City taxes and any other account managed by the City of Osceola.

Billing and collection

- Meters are read on approximately the 10th day of each month.
- Bills are mailed on approximately the 18th to 20th day of each month.
- Bills are due on the 5th day of each month, except when this date falls on a holiday or weekend. When this occurs the bill is due the following business day. Any payment received after 8:00 a.m. on the next business day will be subject to penalty. This includes any payment left in the drop box. All late payments will be stamped with the date received.
- Osceola Municipal Utilities will not approve any requests for payment plans.

Disconnects and NSF checks

- Disconnection of service will be on the 11th day of each month, or the next working day after the 10th (whichever comes first). The crew will begin disconnects immediately that morning. Any payments made on the 11th day of each month, or the next working day after the 10th (whichever comes first) will either need to be in the payment box or given to the Customer Service Assistant no later than 7:30 a.m. that morning. The Customer Service Assistant will modify the disconnect list if a payment is made by 7:30 a.m. or in the drop box. No other exceptions will be made. No payments will be accepted to override the disconnects once the city crew has left City Hall.
- Utility customers will be provided with a courtesy phone call prior to disconnection on only one occasion.
- **Once the past due utility bill has been paid in full, including late fees and a $50 service fee, the City has a minimum of 24 hours up to a maximum of 48 hours, excluding Saturdays, Sundays and all City holidays, to restore the utility(s). Again, immediate payment does not justify leaving on or restoring the utility that day. The schedule time for restoring is at the City's discretion and not the utility customers. No negotiations will be made by City office or crew staff, and payment cannot be accepted by the crew.**
- When a delinquent utility customer has been disconnected for the second time, due to lack of payment of their monthly bill, the City of Osceola will require the customer to pay an additional deposit, presently established by the City for utilities.
- If a customer's check for utility payment is returned marked insufficient funds, services will be disconnected immediately. The full bill plus a returned check fee of $25.00, and a reconnection fee of $50.00 must be paid in **cash or money order** before utilities are reconnected. Any customer submitting a bad check to the City for utility payments will be subject to a "cash only" payment policy for any future payments. The City will not send a courtesy letter to the customer if the check does not clear the bank.
- Outstanding returned checks not corrected within 5 days after the City of Osceola receives the check back **will be** sent to the prosecuting attorney's office for collection.

Final bills unpaid

Service will not be provided to any person who has an existing amount due on our collection list. Any person requesting service that has been on our collection list but has no existing balance may be required to pay additional security deposits.

Any applicant for new service who has an existing amount due in collections **must** pay that amount to the City before service is provided.

Any person, who has an open account with Osceola Municipal Utilities and moves into another dwelling in Osceola, is still responsible for payment of the utility balance at the previous location. Utilities will be denied the new location until the previous balance is paid in full. **Unpaid accounts from a person who lives with you will subject you to the same disconnect policy as nonpayment of your bill.**

Effective September 13, 2006. Board of Aldermen revised April 2014 and September 2015.