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## **CUSTOMER'S STATEMENT OF RESPONSIBILITIES & RIGHTS**

The following is a summary of the responsibilities & rights as CUSTOMERS of the CITY OF SOUTH SALT LAKE, hereafter called "CITY", for utility services. Utility services mean the providing of water, sewer or garbage, or any combination thereof.

### **IT IS THE CUSTOMER'S RESPONSIBILITY TO:**

1. Provide the City with documentation of ownership or right to use, a completed Utility Service Agreement, payment of all outstanding debts for past utility service, photo identification, payment of a security deposit--if they are a non-owner occupant.
2. Pay for utility service within 20 days after the bill date. If the bill is not paid at the beginning of the second billing period a late charge of 1.5% per month will be charged (18% annum).
3. Permit the City, its agents or employees, to enter the premises at all reasonable times for the purpose necessary and intent to rendering utility service and making meters and equipment readily accessible to the city.
4. Pay for any damage to the meters or equipment excepting normal wear.
5. Pay all attorney fees and costs in the event of collection proceedings.
6. Notify the City, in writing, one week in advance of termination of utility service.

### **IT IS THE CUSTOMER'S RIGHT TO:**

1. Receive utility service if they have provided the City with documentation of ownership or right to use, a completed utility service agreement, payment of all outstanding debts for past utility service, photo identification, payment of a security deposit within 30 days of application of service--if they are a non-owner occupant.
2. Be mailed a monthly bill.
3. Be mailed a 10 day notice prior to disconnection of utility service for non-payment of a required Security Deposit or a bill for service that is unpaid thirty days from the date that the bill was mailed.
4. Be mailed or delivered a 48-hour notice prior to the actual disconnection of utility service. A 48-hour notice will also be delivered to the residence during the winter months (November 1<sup>st</sup> to February 28<sup>th</sup>).
5. Execute a Deferred Payment Agreement when unable to pay an entire past due billing (Subject to the terms & conditions of the agreement).
6. Have a Third Party notified of a pending disconnection of service 10 days prior to the disconnection, if city is requested to do so.
7. Request a hearing to determine whether or not there has been a mistake in the calculation of the bill, meter reading, or crediting of payments made.
8. Medical extension for up to 30 days may be obtained by presenting a physician's certificate of medical emergency.

**FOR COMPLETE DETAILS OR ADDITIONAL INFORMATION, PLEASE COME INTO OUR OFFICES  
(220 East Morris Avenue, 2<sup>nd</sup> Floor) OR TELEPHONE US (801-483-6074).**