



# LEVELPAY ENROLLMENT

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**Today's Date:** Click here to enter a date.

**Account Number:** \_\_\_\_\_ **Customer Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Service Address:** \_\_\_\_\_

**Do you:** Own  Rent

**Property Owner (if different than occupant):** \_\_\_\_\_ **Owner Phone Number:** \_\_\_\_\_

**IMPORTANT:**

(1) This program is only available to residential property owners with a 12 month billing history. This authorization will remain in effect until you notify the City in writing that you wish to be removed from the program.

(2) The charges for your utility services will be a fixed dollar amount, plus any applicable fees or adjustments until December 31st of the calendar year. The monthly charge will be the average of the previous 12 months of billing history. For residential customers with less than a 12 month billing history, your history plus the previous customer's history for the service address will be used with an additional 15% added to the water portion of the charges. A recalculation of your monthly charge will occur in January of each year. If the recalculation shows you under or over paid to actual water consumption over the period, the amount of under or over payment will be included in the calculation of the next 12 month period's charges. If the amount of under or over payment is more than \$300.00, that amount will be refunded or added to your next bill to be due by the due date specified on the bill.

(3) You will receive a monthly bill with your utility charges detailed on it. While enrolled in LevelPay you will see a line item on your billed labeled "AMP". This line shows the difference in the actual water consumption and your LevelPay amount. Payment for these bills will be due by the date stated on the bill, typically the 25th of the month. If the due date falls on a weekend or holiday, payment will be due by the end of the next business day. Failure to receive a bill does not relieve you from your obligation to pay per WRMC 13.90.030.

(4) Failure to pay your final bill can subject you to additional late fees, disconnection of water services and/or placement of a lien on the property in accordance with WRMC 13.90.040 through 13.90.130. Unpaid bills may be turned over to a collection agency for further processing. If payments of monthly bills are not received by the due date more than twice, you will be removed from the Level Payment Program.

(5) All approved Level Pay Enrollments received prior to the 21st of the month will begin on the next bill cycle. Those received after the 21st will not be effective until the bill cycle following the next the bill cycle. For example, approved LevelPay Enrollments received on 6/21 would be effective for the July bill cycle. Those received on 6/22 would be effective for the August bill cycle. **All charges owing on your account must be paid prior to this application being approved.**

(6) Only those who are listed on the account can authorize this change to the account.

(7) Authorization from the Landlord/Owner/Property Manager is required prior to this application being approved.

**I have read and understand the above information:**

\_\_\_\_\_  
*Customer signature/Date*

\_\_\_\_\_  
*Owner/Landlord signature/Date*