



817 S. Madison Street
PO Box 431
Waupun, WI 53963
Tel 920.324.7920
Fax 920.324.7922

RESIDENTIAL APPLICATION FOR SERVICES

This form is not to be used for New Construction or Upgrade of Services.

Start date for new service: _____

Buying ____ Renting ____ **If renting, Landlord section at the bottom must be completed by Landlord in order to process.**

Prior/current service with Waupun Utilities ____ Yes ____ No Prior/current address _____

Do you need a final reading ____ Yes ____ No Final Read Date: _____
Please note we need two business days advance notice to schedule a final reading.

Service address: _____
House # Street Name Apt #

Mailing address: (If different from above) _____
House # Street Name Apt # City State Zip

Primary name responsible for bill: _____
First Last

Driver's License # _____ Date of Birth _____ Email _____

Cell Phone _____ Home Phone _____ Work Phone _____

Secondary name or responsible party _____

Must be listed to make inquiries or changes to the account First Last

Driver's License # _____ Date of Birth _____ Email _____

Cell Phone _____ Home Phone _____ Work Phone _____

Customer Signature: _____ Date: _____ Must be signed to be valid.

Customer Signature: _____ Date: _____ Must be signed to be valid.

Landlord Section

Landlord's Name or Apartment Manager: _____

Address _____ City _____ State _____ Zip _____

Phone # _____ Signature _____ (Must be signed in order to process)

By signing this form, you, the Landlord are verifying that the tenant responsible for the utility account is correct. Per the Wisconsin State Statute 66.0809

The Federal Trade Commission (FTC) requires Municipal Utilities to have in place an "Identity Theft Prevention Program." In accordance with the FTC requirements as well as for your protection, **the utility requires you to submit an application for service along with a photo ID or another acceptable form of proof of identification.** Failure to provide proper proof of identification may be construed as a red flag as set by the FTC and may be reported to the proper authorities.

Waupun Utilities reserves the right to require a signed application for utility service. Customers will be subject to current rates, rules and regulation as approved by the Public Service Commission of Wisconsin. You must notify the utility when you vacate to end services at the address you are vacating. Otherwise, you could be liable for any charges incurred after you have moved. Application for service shall be made in the legal name of the party obligated to pay for service.

All information provided will be confidential. False information can be cause for disconnection per the Public Service Commission of Wisconsin Service rules PSC 113.0301. Residential service may be disconnected or refused for: (i) Failure of an applicant for utility service to provide adequate verification of identity and residency, as provided in sub (3).

For office use only:

Date received: _____ Date processed: _____ Validated by: _____ Customer Account # _____



AUTHORIZATION FOR DIRECT PAYMENT

I authorize **Waupun Utilities** and the financial institution named below to initiate entries to my checking/savings account. This authority will remain in effect until I notify them in writing to cancel if in such time as to afford the financial institution a reasonable opportunity to act on it. I can stop payment of any entry by notifying my financial institution 5 days before my account is charged.

(Name of Financial Institution) _____ (Branch) _____

(City) _____ (State) _____ (Zip Code) _____

(Signature) _____ (Date) _____

(Name - Please Print) _____

(Address - Please Print) _____

Utility Account Number _____

Financial Institution Routing Number _____

Checking or Savings (circle one) Account Number _____
(Please supply a canceled check if applicable)

If you have any questions or need clarification, please do not hesitate to call our offices at 920-324-7920.

Waupun Utilities offers this payment option as a convenience to its customers. Funds are withdrawn on the 10th of every month. Funds are withdrawn on the following Monday if the 10th falls on a weekend.

Due to increased administrative efforts and expenses, your account will be taken off of this payment plan if funds are not available on the withdrawal date.

Your Rights as a Residential Gas and Electric Utility Customer



How can the PSC help?

Prior to contacting the PSC, contact your utility company to try to resolve the problem. If you cannot resolve the problem with your utility company, you may contact the PSC Consumer Affairs Division at 608-266-2001, 1-800-225-7729, or on the web at: <http://psc.wi.gov/consumerInfo/complaints/index-complaints.htm>. A staff member will obtain information from you and the utility company, and try to resolve the issue.

Moving?

If you are planning to buy a home or rent a new apartment, contact your utility for an estimate of the energy costs at the new address. It can provide you with an average of how much energy was used at the new address or the largest and smallest bills during the last 12 months.

Service Disconnection or Refusal

Utility services can be disconnected if you:

- Fail to pay your utility bill
- Fail to comply with a deferred payment agreement
- Tamper with your meter, i.e., self reconnection
- Fail to pay a properly assessed deposit
- Have a safety hazard, i.e., exposed wires, meter socket damage
- Live at an address where the prior customer failed to pay his or her utility bill and continues to reside at that address.
- Fail to provide the utility access to your meter or other utility equipment

A utility must send you a notice before your service is disconnected unless the disconnection is due to a safety hazard or self-reconnection. The disconnection notice must clearly state the reasons for the disconnection, when the disconnection can happen, and how to contact your utility to try to resolve the issue. The dispute procedures must be printed on the disconnection notice. Both you and the utility company must make reasonable attempts to work together to resolve the problem.

Deposits

Utility companies may require a deposit for service to ensure payment. A standard deposit cannot exceed the sum of the two largest consecutive bills during the last twelve months. A deposit requested due to non-payment during the winter months cannot exceed the four highest consecutive bills during the last twelve months. The following rules apply to payment and refund of deposits:

- **Existing Residential Service:** A standard deposit can be requested if your service was disconnected during the last 12 months for nonpayment of an undisputed account or your initial application was falsified or incomplete. A winter non-payment deposit can be required if you had debt incurred during the winter that was 80 days or more past due and you had the ability to pay.
- **New Residential Service:** A deposit can be requested if you have an unpaid bill for the same type of service anywhere in Wisconsin during the last six years which remains undisputed. A deposit can also be required if there is good reason to believe that you do not intend to, or will be unable to pay your bills at the time payment is due.

For residential service, the deposit will be refunded, with interest, after 12 consecutive months of prompt payment. You do not have to post a deposit if you can document that your income is at or below 200 percent of the federal poverty guidelines.

Budget Payment, Installment Plans and Medical Emergencies

To manage high winter gas bills or high summer electric bills, ask your utility about budget billing payment plans. This allows you to average estimated annual use into even monthly payments. Every six months, your payment amount is adjusted to reflect your actual use. At the end of a budget year, your bill is adjusted to correct over-billing or under-billing.

You may use installment plans to pay what you owe your utility. They can be used for both current bills and overdue bills. A down payment and installment payments will be negotiated between you and your utility depending on your situation. If the agreed installment payments are not paid, the utility may disconnect your service.

If the disconnection will aggravate a medical or protective services emergency, the utility will delay service disconnection for up to 21 days. The utility may require documentation from a professional involved with the medical emergency or crisis.

Winter Disconnection Rules

If the utility service provides or affects the primary heat source to your home, a utility **cannot** disconnect service from November 1 through April 15. Before winter, the utility must attempt to contact customers whose service was disconnected for non-payment. Utilities are also required to check the customer's well-being, attempt to negotiate payment plans, and inform the customer about any special assistance available to avoid disconnection.

Meter Readings

If the utility cannot read your meter, you will get an estimated bill. Estimated usage is determined based on historical usage at the residence and weather patterns. To avoid estimated readings, you can read your own meter. The PSC requires utilities to read your meter at least once every six months and when there is a change of customer. You must allow these readings or your service can be disconnected.

The Public Service Commission of Wisconsin is an independent state agency that oversees more than 1,100 Wisconsin public utilities that provide natural gas, electricity, heat, steam, water and telecommunications services.



Public Service Commission of Wisconsin

P.O. Box 7854

Madison, WI 53707-7854

Telephone: 608-266-5481

Toll free: 888-816-3831

Consumer affairs: 608-266-2001 / 800-225-7729

TTY: 608-267-1479 / 800-251-8345

Fax: 608-266-3957

Website: <http://psc.wi.gov>