For Office Use Only: ID Check [ ] Ownership/Doc. Check [ ] Type:_____
Advance Payment Amount: $_____ Prior Accounts: Yes [ ] N [ ]
Customer-Account #: _____ Initials: _____

CITY OF POMONA
505 S. Garey Avenue
Pomona, CA 91766
Revenue Management- Utility Services
Phone: (909) 620-2241
Email: customer.service@pomonaca.gov

City of Pomona Utility Services/Private Fire Protection Account Application

SERVICE ADDRESS: _____

[ ] Owner [ ] Agent Landlord/Agent Business License #: _____ [ ] Tenant [ ] Other: _____

APPLICANT INFORMATION: START DATE: _____/_____/_____

Applicant Name: _____

Previous Address: _____

City, State, Zip Code: _____

Security Information:

SSN/Taxpayer ID#: _____ Date of Birth: _____/_____/_____

Driver's License #: _____ State: _____

Passport #: _____ Other: _____

Contact Information:

Mailing Address: _____

City, State, Zip Code: _____

Phone #: _____ Home Business Mobile

Phone #: _____ Home Business Mobile

Email Address: _____

Employer Information:

Name of Company: _____

Address: _____

City, State, Zip Code: _____

Alternate Contact Information:

I authorize the following party to have access to my account:

Name: _____ SSN#: _____

Relation to Account Holder: _____ [ ] For Informational Purposes Only

[ ] To Add/Change Info/Services

Property Owner: _____ Phone: _____

By signing below, I hereby authorize the City of Pomona to verify I am the legal property owner on record, or I am an authorized party allowed to establish utilities and/or private fire protection services as the tenant, or agent on behalf of the property owner at the above stated address. The undersigned directs the City of Pomona to provide Utility Services and/or Private Fire Protection services at the property address listed above and agrees to pay for said services in accordance with Chapter 62 – UTILITIES of Pomona City Code and I accept the General Terms and Conditions.

I also understand that all City ordinances, policies and procedures, now in existence, as amended, or which may hereafter exist, shall be applicable to the Owner or Authorized Agent, any property, and to tenants at any property. This agreement is at all times subject to changes or modifications as the City may direct in the exercise of its jurisdiction. I declare under penalty and perjury under the laws of the State of California that the information that I have provided is true and accurate. I acknowledge that the provision of false information is grounds for termination of services. This agreement shall take effect on the date executed below by the City.

*****PLEASE READ THE GENERAL TERMS AND CONDITIONS BEFORE SIGNING*****

Signature: _____ **Date:** _____

GENERAL TERMS AND CONDITIONS

APPLICATION FOR UTILITY SERVICES/PRIVATE FIRE PROTECTION: You may apply for service Monday through Thursday between 7:30 a.m. to 6:00 p.m., (closed on Friday):

- In person at City Hall, 505 S. Garey Ave., Pomona CA 91766
- Email to customer.service@pomonaca.gov

Application forms are available on the City's webpage at http://www.pomonaca.gov/index.php/forms-and-docs. Submit your completed signed application along with the required information listed below:

- Service Address of the location in which services are to be provided
- Property Owner Name & Phone Number
- Documentation stating ownership or tenancy status (with effective date)
- A valid government or state issued ID (must be 18 years or older)
- Employer Information (i.e. name, address, and phone number)
- Payment of any outstanding balance

Applications submitted by email may take up to 48 business hours (Monday – Thursday, 7:30 a.m. to 6:00 p.m.) for processing and verification from the time a completed application and all required documents have been received. All information provided is subject to verification before services are rendered, including verification of identity.

SETUP CHARGE: The opening bill includes a setup charge as set forth in Pomona City Code Section 62-241(b). This charge covers the cost of establishing a new account, and turning water on and off between normal working business hours. An additional charge, as set by city council by resolution, is required for requests for turning water on and off outside of normal business hours, and on weekends and holidays (see After Hours).

DEPOSIT ADVANCE PAYMENT: All accounts require an advance payment as established by Pomona City Code Section 62-243 & Section 62-244. The advance payment will be applied to the final bill. Final credit balances are refunded by mail in approximately 4 – 6 weeks.

Payment of the Advance Payment and Set-up charge is required at the time service is requested when the required documentation deems that the applicant is responsible for services used prior to the date of request.

PAYMENTS: Make payments in person at Pomona City Hall, 505 S. Garey Ave., Pomona, CA 91766 between the hours of 7:30 a.m. and 6:00 p.m., Monday through Thursday, or online at www.ci.pomona.ca.us, or by mail to P.O. Box 51481, Ontario, CA 91761-0081. Postmarks are **not** accepted as proof of timely payment; therefore, please DO NOT MAIL THE PAYMENT ON THE DUE DATE. Accounts not paid by the due date shown on the bill are subject to interruption of services and additional charges. A 24-hour payment box is available, located in in the customer parking lot on the east side of City Hall off Garey Ave., just south of Mission Blvd. Payments must be deposited before 8:00 a.m., Monday through Thursday in order to be credited on the same day.

DUE DATES:

***Advance Payment Billing*:** The Advance Payment is due and payable within twenty-one (21) days from the bill date. Should payment not be received by the bill due date, a final notice will be delivered. For payments not received by the final notice due date, water service will be scheduled for disconnection on the next business day and associated charges applied to the account.

Bi-monthly Cycle Billing: Accounts are due and payable twenty (20) days from the bill date. A past due notice will be sent and a late fee up to 5% applied when payment is not received by the bill due date. Should payment not be received by the due date shown on the past due notice, a final notice will be delivered and a notice charge applied. For payments not received by the final notice due date, water service will be scheduled for disconnection on the next business day and associated charges applied to the account.
To restore water service, the full amount of the bill plus all associated charges must be paid. There is an additional charge for reconnection of service after 5:00 p.m., Monday through Thursday (see After Hours Service below). Delinquent closing balances are sent to a collection agency.

RETURNED CHECK FEES: The City will charge a twenty-five dollar ($25.00) fee when the bank, for any reason, is unable to process a payment made by check or online by credit/debit card.

AFTER HOURS SERVICE: For after-hours emergency service, call Pomona Police Department dispatch services at (909) 620-3744. Accounts are subject to a service charge of up to $109.00 for service calls and connection requests after 5:00 p.m. or before 7:30 a.m., Monday through Thursday, and any time on Friday, Saturday, Sunday and any day designated as a City Holiday.

DISCONTINUING SERVICE: To schedule your account for closing, contact Utility Services at least one (1) business day in advance.

PRIVATE FIRE PROTECTION SERVICE: Wherever a service is installed for private fire protection, a property owner, authorized agent, or tenant shall submit an application for service. Certain occupancies require private fire protection, and water service is a requirement to maintain the fire protection system in an operable condition in accordance with 2010 California Fire Code.
A private fire protection service shall be used only for the purpose of extinguishing accidental fires. Unauthorized use or non-payment of a private fire protection service may result in termination of service until all legitimate charges are paid per Pomona City Code section 62-299. Written notice of intent will be given to the consumer at the property served by the fire service as well as Los Angeles County Fire Department. In such event, the City is not liable for loss or damage sustained due to such act.

Miscellaneous Charges / Fees / Penalties

Utility Tax	9% of Water Charges
New Account Set Up	$55.05
Past Due Notice	Up to 5% of Balance Owing
Final Notice	$43.85
Disconnection	$47.40
Restoration	$47.40
After-Hours Turn On	$91.35-$109.00
Returned Check Fee	$25.00
Missing / Broken Lock	$24.50
Meter removal / illegal connection (Jumper Pull)	$182.90
Valve Damage / Tampering	$399.35

Signature acknowledges receipt and understanding of the above *Utility Services and Private Fire Protection Accounts General Terms and Conditions*.

SERVICE ADDRESS:

PRINT NAME AND TITLE:

SIGNATURE: DATE: