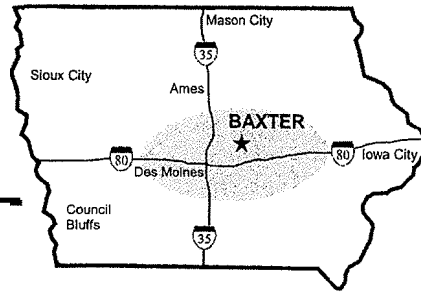


# CITY OF BAXTER

Incorporated • May 29, 1894



## BAXTER WATER DEPARTMENT APPLICATION FOR RESIDENTIAL UTILITY SERVICE

SERVICE ADDRESS: \_\_\_\_\_

APT. OR UNIT

DATE SERVICE TO START: \_\_\_\_\_ # of People in Household \_\_\_\_\_

APPLICANT NAME: \_\_\_\_\_

FIRST

MI

LAST

SOCIAL SECURITY#: \_\_\_\_\_

MAILING ADDRESS/P.O. BOX: \_\_\_\_\_

PRIMARY PHONE: \_\_\_\_\_ ALT. PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

ARE YOU BUYING ON CONTRACT? \_\_\_\_\_ Yes \_\_\_\_\_ No

ARE YOU RENTING? \_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, fill out the information below:

LANDLORD NAME: \_\_\_\_\_

LANDLORD ADDRESS: \_\_\_\_\_

LANDLORD PHONE: \_\_\_\_\_

The undersigned hereby requests water service to be provided at the property designated above.

It is further agreed that in the event any charges, fees, or rents for such service are not paid by the undersigned within fifteen (15) days of billing, a late payment penalty of ten percent (10%) of the outstanding balance will be assessed. If payment is not received by the last day of the month, the City may disconnect service after providing at least twelve (12) days' written notice, excluding Sundays and holidays, and will apply a disconnection fee of one hundred dollars (\$100.00) to the account by the first of the month. The customer has the right to request a hearing before the City Administrator/Clerk or Deputy City Clerk prior to disconnection. If a hearing is requested, service will not be disconnected until the hearing is held. Failure to receive a notice shall not relieve the customer of the obligation to pay charges when due. The undersigned further waives the right of confidentiality in the matter of such unpaid amounts and authorizes the City to inform the owner of the property, or the owner's agent, of the amount of the unpaid balances for the purpose of collection.

The undersigned acknowledges that they have read and agree to the above terms and have received a copy of the Baxter Utility Service Billing Procedures outlining the City's utility rules and regulations.

APPLICANT NAME (PRINTED) \_\_\_\_\_

APPLICANT SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**FOR CITY USE ONLY**

APPLICATION APPROVED: \_\_\_\_\_

\$250 DEPOSIT PAID   ☐ CHECK   ☐ CASH   ☐ CC

## BAXTER UTILITY SERVICE – BILLING PROCEDURES

- **Water Meter Readings:**  
Water Meter Readings are completed at the end of each month.
- **Billing Schedule:**  
Bills are generated on the last day of each month and mailed or emailed by the 1st of the following month. *(Note: This schedule may vary slightly due to holidays or weekends.)*
- **Payment Due Date:**  
Payments are due by the **15th of each month**. Payments can be made:
  - In person at City Hall (cash or check)
  - Online via credit/debit card or e-check at: <https://baxteria.ourcommunityconnect.com/>
- **Late Payment Penalty:**  
A **10% late fee** will be applied to all payments not received by the due date.
- **Shut-Off Policy:**  
If payment is not received by the **last day of the month**, your water service will be subject to disconnection, and a **\$100 shut-off fee** will be applied by the 1<sup>st</sup> of the following month. Customers have the right to request a hearing **before their service is disconnected**.
- **Access to Ordinances and Rules:**  
Full water utility rules and regulations can be found in the **City of Baxter Code of Ordinances** at: <https://www.baxter-iowa.com/>  
→ Click on **GOVERNMENT > CODE OF ORDINANCES**  
Printed copies are also available upon request at City Hall during regular business hours.

### City Hall Business hours

Monday through Thursday 9:00 AM to 4:00 PM Friday 9 AM to 12 PM

To reach City Hall staff with questions or concerns, please call 641-227-3120 during business hours or email [city@baxter-iowa.com](mailto:city@baxter-iowa.com). A staff member will respond as soon as possible.