

City of Madera – Municipal Services Application

(559) 661-5459 Phone

205 West 4th Street

(559) 675-7067 Fax

Madera, CA 93637

Date: _____

utilitybilling@madera.gov

I AGREE TO PAY ALL FEES AND CHARGES FOR SAID MONTHLY SERVICES AND TO COMPLY WITH ALL RULES AND REGULATIONS OF THE CITY OF MADERA PERTAINING TO SUCH SERVICES.

I UNDERSTAND AND AGREE THAT I SHALL CONTINUE TO BE LIABLE FOR ALL MONTHLY CHARGES UNTIL AFTER THE MADERA CITY FINANCE DEPARTMENT HAS RECEIVED FROM ME A WRITTEN NOTICE TO DISCONTINUE SUCH SERVICES AND ALL SAID SERVICES HAVE BEEN PAID IN FULL. I ALSO UNDERSTAND THAT ONLY THOSE INDIVIDUALS WHO HAVE SIGNED ON AS ACCOUNT HOLDERS AND CO-GUARANTORS CAN INQUIRE AS TO THE STATUS OF THIS ACCOUNT.

DELINQUENT POLICY: IF YOUR BILL BECOMES PAST DUE A LATE PENALTY WILL BE ASSESSED AFTER THE CORRESPONDING DUE DATE OF THE CURRENT MONTH AND 60 DAYS PAST DUE SERVICE MAY BE SUBJECT TO SHUT OFF. IF YOUR WATER IS SHUT OFF THERE IS A REINSTATEMENT FEE. FOR ADDITIONAL INFORMATION RELATING TO UTILITY SERVICE, PLEASE REQUEST A COPY OF THE POLICY FOR YOUR REVIEW. www.madera.gov/sb-998

INFORMATION PROVIDED BELOW MAY BE USED TO INFORM ACCOUNT HOLDER OF PAYMENT SERVICES OFFERED BY THE CITY AND/OR FOR NOTIFICATION OF PAST DUE PAYMENTS. IF YOUR CONTACT INFORMATION CHANGES WHILE YOU ARE AN ACCOUNT HOLDER, IT IS YOUR RESPONSIBILITY TO UPDATE CITY OF MADERA-UTILITY BILLING WITH THAT INFORMATION TO CONTINUE TO RECEIVE IMPORTANT NOTIFICATIONS REGARDING YOUR SERVICES/ ACCOUNT.

TO BE FILLED IN BY CUSTOMER

Finance Dept Use:

CUSTOMER NAME (1) _____ ACCT. NO. _____

CUSTOMER NAME (2) _____ CID NO. _____

SERVICE ADDRESS _____

MAILING ADDRESS _____ CITY/STATE/ZIP _____

CUSTOMER PHONE NUMBER: _____ EMAIL ADDRESS _____

PREVIOUS CITY OF MADERA SERVICE ADDRESS: _____

BUSINESS OR EMPLOYER NAME, ADDRESS, PHONE _____

DRIVERS LIC. NO (1) _____ DRIVERS LIC NO (2) _____

SOCIAL SECURITY NUMBER (1) _____ SOCIAL SECURITY NUMBER (2) _____
(Voluntary) (Voluntary)

PROPERTY OWNER'S NAME, ADDRESS AND PHONE _____

APPLICANT'S SIGNATURE (1) _____ APPLICANT'S SIGNATURE (2) _____

FINANCE USE ONLY: RENTER OCCUPIED OWNER OCCUPIED VACANT PROPERTY

EMPLOYEE NAME: _____ **EXISTING NEW**

EFFECTIVE DATE _____ **APN** _____ **METER/MXU** _____

MONTHLY CHARGES CURRENT CHARGES

METER \$ _____ APPLICATION FEE \$ _____ WATER: **ON OFF** RESTORED _____

SEWER \$ _____ DEPOSIT REQUIRED \$ _____ TRASH BINS _____ WORK ORDER# _____

TRASH \$ _____ TRASH CAN FEE \$ _____ ROUTE _____ SIGN ON READ _____

DRAIN \$ _____ WATER OFF / FINE \$ _____ ACCT TYPE _____ ZONE # _____

TOTAL \$ _____ TOTAL AMT DUE \$ _____ SQ FT _____

The City of Madera utility services include water, sewer, drainage, street sweeping, garbage, recycling and green waste collection.

Bill Payment Due: Customers have until the 7th, the 14th, the 21st, or the 28th of the current month to pay their bill, depending on billing dates established by the Director of Finance as allowed in Section 8-7.08 (B) and at the discretion of the same. The specific due and payable date selected by the Director of Finance for each account will be identified on each unified bill. The Director of Finance may also update the specific due and payable date identified herein for any account upon 60 days prior notice to the utility customer in the unified bill. After that, a late fee of 10% of the current month's bill will be applied if the bill is not paid on or before the specified due date. The late fee will be included with the next billing.

Establishing service: Can be done in person, by fax, mail, or e-mail. There is a non-refundable application fee of \$23.00. If your service address needs trash/recycling/green waste cans, you will be required to purchase them. The non-refundable fee is \$292.62. Once the application is completed, you will need to provide one of the following items:

- Copy of Driver License, passport, State of Calif. ID, or any other legal ID which contains a photo

Applications are accepted between 8:00 a.m. and 5:00 p.m.

If your property is a "rental", you are required to have/obtain a City of Madera Business License per Madera Municipal Code (MMC) 6-1.28.

Refuse Disposal: The City contracts with Mid Valley Disposal for disposal services. This service includes the following: 96-gallon grey container for trash, green container for green waste, and blue container for recycling. In order to assure service, containers must be placed at the curb or in the alley the night before the day of service. The MMC requires that containers are removed from the street or alley no later than midnight on the day of collection and placed on the customer's property between the front yard setback line and rear yard fence.

Depending on when a holiday falls during the week, refuse pick-up days for the week would be serviced the following day.

Mid Valley Disposal observes the following holidays:

New Year's Day Memorial Day July 4th
Labor Day Thanksgiving Day Christmas Day

Discontinuing service: Requests to discontinue service must be made in writing by the account holder. The information in the letter should include the date you would like the service terminated and the address of where you would like your closing bill or refund sent. This can be done in person, by fax, mail, and e-mail. The account holder remains responsible for the utility bill until we receive a written request for termination of service.

Deposits: The City requires a \$150 deposit for residential accounts. All other accounts including commercial and multi-family residential (MFR) will be required to deposit with the city a sum equal to three months of average monthly billing (each service address deposit may vary). Deposits shall be refunded to customers (upon request) with an active account status after a one-year period. If the customer has been delinquent more than once during the one-year period, the deposit will be applied to the account six months after the last delinquent payment, but not sooner than one year from the start date.

Service Interruption: If service is interrupted due to delinquency/ vacancy, a service fee starting at \$50 dollars is added to the account, and all past due charges must be paid in cash, cashier's check, money order, and credit/debit card. If the account does not have a deposit on file, one will be required before services are restored.

Return Check: For all returned checks that are received, a 5-day notice will be posted on the door of the service address. The City charges a \$30.00 returned check fee. Cash, cashier's check, money order, or credit/debit is required to cover returned checks. If payment is not received within five days, your service will be interrupted.

Key Customer Service Phone Numbers

Administration.....559-661-5400
Finance Department.....559-661-5454
Public Works.....559-661-5466
Police Department.....559-674-5611
Solid Waste.....559-661-5406
Code Enforcement.....559-661-5114
Mid Valley Disposal.....800-706-5779

Finance Department Operating Hours

Monday – Friday
8:00 a.m. – 5:00 p.m.

Utility Payment Drop Box Locations

- Inside City Hall near the Finance Department (only during Finance Department operating hours)
- In the northwest, back parking lot of City Hall
- Fire Station #6 at 317 N. Lake St.

Alternative Payment Locations

- Police Department – 330 S C St, M-F 8 a.m. – 4:45 p.m.
- Parks Department – 701 E 5th St, M-F 8 a.m. – 4:30 p.m.

Automated Bill Payment

Pay your bill with automatic withdrawal from your bank account. Contact our office for more assistance. The form is also available on the City's website:

www.madera.gov/ach

Payment by telephone:

Simply call the Paymentus Customer Service number at 1-877-360-3479 and follow the instructions to make your payment.

Payment online:

Begin paying online by clicking on the payment online link at:

www.madera.gov/pay

More information:

www.madera.gov

To submit an application via email:

utilitybilling@madera.gov