



7 N Vine St Glenwood, IA 51534

[Contact@glenwoodmu.com](mailto:Contact@glenwoodmu.com)

712-527-4868

Date: \_\_\_\_\_

Service Start Date: \_\_\_\_\_

Property Address \_\_\_\_\_

Name: \_\_\_\_\_

Billing Address \_\_\_\_\_ PO Box \_\_\_\_\_

Phone: \_\_\_\_\_

Email \_\_\_\_\_

Do You Own \_\_\_\_\_ OR Rent \_\_\_\_\_

Landlord: \_\_\_\_\_

Water Deposit Fee: \_\_\_\_\_

**BILLING PROCEDURE** – Customer water meters are read on the fifteenth of each month & billed monthly for water consumed & waste treated in the previous month. Residential sewer service billing is based on a set minimum until a winter average for Dec. Jan. Feb. water consumption is set. The bill is mailed to the customer at the end of the month and is due by the fifteenth (15<sup>th</sup>) of the following month. After the due date the account is considered delinquent & a ten percent (10%) penalty is added to the bill. A disconnect notice is mailed to any delinquent account, to be paid in full by the last day of the same month. Disconnect is thirty (30) days’ notice of intention to file lien on property. A Collection Fee plus tax will be due on account when a GMU representative must prompt payment of a delinquent past due account. If complete payment is not received, the customer agrees to provide access so service shall be disconnected, and a discontinuation of service fee will be added to the account. Customers must pay past due total & fees before service is restored. An After-Hours Fee may apply, for non-business hours call out. A fee will be charged for returned checks (insufficient funds, etc.). Landowners may be held responsible for a renter’s unpaid utility bill according to the Iowa Code. All curb stops, meters and touch pads/radio read units are to be accessible to GMU for emergencies, disconnects, reading and repairs/maintenance.

**DEPOSIT REQUIREMENTS** – Every customer shall make and keep a deposit with GMU as a guarantee for payment of utility bills for each service location. All deposits shall be retained by GMU, and no interest will accrue on the deposits. Said deposits shall be required to be paid prior to start of service. No payment arrangements for deposits are allowed. (Resolution/deposit procedures may be reviewed online at [glenwoodmu.com](http://glenwoodmu.com))

**POLICIES/PROCEDURES & OWNER’S AREA OF RESPONSIBILITY ON BACK**

I have read these conditions of service and understand my responsibility as a utility customer. I further acknowledge that I will comply with all other GMU Resolutions and Policies which are not listed above (which may be reviewed online at [www.glenwoodmu.com](http://www.glenwoodmu.com) and all subject to changes by proper legal procedures and publication).

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

FOR OFFICE USE ONLY: ACCT. #: \_\_\_\_\_ Service Order#: \_\_\_\_\_ Move Deposit: \_\_\_\_\_



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**POLICIES & PROCEDURES** – The GMU Board of Trustees reserves the right to implement any water restriction measures deemed necessary. GMU may shut down the water supply to make repairs/maintenance on system after making reasonable effort to notify the customer. In emergencies such as main breaks or in GMU’s opinion, to limit safety hazards, health risks & property damages, the supply may be shut down without notification. Water pressures vary throughout the system depending on customer’s location and elevation in relation to GMU’s service pressure gradient. It is recommended that a water pressure regulating valve be placed after the customer’s water meter and thermal expansion tank be installed in each household’s plumbing. The responsibility for obtaining and maintaining this equipment shall rest solely with the customer / owner.

**OWNER’S AREA OF RESPONSIBILITY OF SERVICE LINES** – Owner is responsible for repairs and maintenance of owner’s water and/or sewer service lines and appurtenances that connect to the GMU mains. (Sewer services inside Pacific Jct. governed by City of PJ.) Service lines and repairs are to comply with all applicable GMU resolutions and policies. If a leak occurs or service piping / appurtenances become out of order (in area of owner’s responsibility), the owner will be notified by GMU of the needed repair and completion period. For water or sewer leaks, the owner has three (3) working days to arrange to have the work completed and to notify GMU of same. The owner may choose to reimburse GMU for arranging leak repair & costs incurred. A maximum 12-month finance plan may be arranged, plus interest, for approved repair reimbursements. If the owner does not make repairs or arrangements within the period, GMU will arrange for repair or disconnection from main and bill the owner costs incurred plus 30% to be paid within the allotted time or action will be taken for collection. When conditions warrant emergency repairs to avoid hazards or property damage, GMU may choose to arrange leak repair prior to the owner’s consent and GMU will bill the owner for costs incurred. The customer is responsible for all water usage and sewage flow generated from residence or business, regardless of if considered normal or unusual, such as plumbing leaks.