



City of Dover

New Customers Residential Utilities Application

Name (First, Last): _____

Mailing Address: _____

Service Address: _____

Email Address: _____

Phone: _____

Driver's License #/State: _____

Social security number: _____

Date of birth: _____

Emergency Contact Information- Someone not living with you:

First Name: _____ Last Name: _____

Phone Number: _____

Place of Employment: _____

Employment Phone Number: _____

Signature: _____

Date of Application: _____

When signing up on-line the full deposit will be billed in one installment Initials: _____

* Include a copy of photo id* Initials: _____ *Include sign lease/or sale agreement* Initials: _____

*Any credit balance or deposit refund remaining after your final bill is processed will be applied to a new utility account opened by the primary customer listed on the account. If the primary customer does not open a new account, any eligible credit balance will be issued as a refund to the primary customer on record.

All applications can be Faxed to (302) 736-7193 or emailed to City of Dover at: ebilling@doverde.gov



City of Dover Utilities

STATEMENT OF TERMS AND CONDITIONS FOR UTILITY SERVICE

1. City agrees to furnish available utility services to Applicant at the address stated herein under the same standards as generally provided to all customers receiving like services, and Applicant agrees to take utility services applied for as available.
2. Applicant in order to receive such utility services as applied for herein, agrees as follows:
 - A. To pay for utility services furnished according to existing rate schedules or any rate schedule subsequently adopted by the City. Applicant understands that the service may be withheld or disconnected if prior indebtedness to the city for any services has not been paid in full and that failure to receive a bill from the city for such services provided by the city shall not diminish Applicant's obligation for payment of prior indebtedness;
 - B. That any unpaid balance on any account of Applicant with the city may be transferred to this or any other utility account of Applicant with the City for immediate payment thereof;
 - C. To abide by all city ordinances, policies, and procedures dealing with utility services provided by the City. That if payment of monthly bills is unsatisfactory, the City may require a new and/or additional deposit at any time to secure payments of current bills. If the additional deposit is not paid, any utility service may be denied or disconnected as appropriate;
 - D. That when service is disconnected, any deposit on the account will be applied to the final balance and Applicant is indebted to the City for any unpaid balance thereof; and any credit on such account after application of the deposit to amounts owed will be refunded by mail to the Applicant. The deposit on any utility services account is non-transferable to another person;
 - E. To give the City reasonable access to the electric and water meters for the purpose of having same read, repaired, removed, or serviced whenever the City may deem such action is necessary;
 - F. That the city has adopted procedures which provide the applicant with a reasonable opportunity to dispute any bill for utility services provided by the City;
 - G. To pay additional charges equal to the cost of collection including agency fees, attorney's fees, and court costs if this or any other account held with the city is placed in the hands of any agency or attorney for collection or legal action because of default in payment of many amount due; Such charges may include, but are not limited to, collection agency fees of up to eighteen percent (18%) of the outstanding balance, attorney's fees, court costs, and any other costs permitted by law. These charges will be added to the total amount due on the account;
 - H. To indemnify, hold harmless, and defend the City from and against any and all liability of loss in any manner directly or indirectly growing out of the transmission and use of electric, water, or wastewater by the Applicant on the Applicant's side of the point of delivery or connection; and
 - I. Monies deposited with the city as security for payment of utility services will be held in an interest bearing account. However, the City is not responsible for paying such interest to Applicants who refuse to provide the city with their Social Security numbers as requested under this application.
 - J. Interest will accrue on unpaid balances at a rate of 1.5 percent per month.
 - K. The City may report information regarding payment history and account status to credit bureaus.
 - L. To allow the City to request a credit report for purposes of assessing deposits and any other purpose deemed necessary to provide and seek payment of services.
3. Any Agent signing this application on behalf of the principal hereby certifies that they are authorized to execute this application and agrees that they will be jointly and severally liable with their principals under the terms on this application.
4. This application is submitted to obtain utility services for one of the following (check one):
☐ Residential
Sole Proprietorship (All accounts must be owner's name doing business as its business name.)

☐ Incorporated (All names must be followed by a corporate designation; i.e., In., Co., Company, Corporation, ____ Incorporated.) Partnership made of the following
Parties: _____

5. If the utility service applied for herein is to be used for residential purposes, it may not be used to serve any business or commercial activities. In the event that such utility service is used to serve any business or commercial activities, the sale of such electricity is subject to tax pursuant to 5502(b) of Title 30 of the Delaware Code, and Applicant is liable for reimbursing City for back sales taxes for such service to business or commercial activity.
6. By execution of this application, Applicant is affirming that the utility service applied for herein will be used solely for that for which it is applied as selected above and, if such use is residential, Applicant affirms that the utility service provided herein will not be used for any commercial or business activities or home-based business whatsoever.
7. Applicant has fully read all provisions contained herein and understanding same submits this application in accordance with the provisions herein to receive utility services from the City of Dover. The Applicant acknowledges that they are responsible for contacting the City to request termination of service.

Applicant _____ Business Name _____ Date _____