

**Customer Information Sheet**  
**New/Transferred Service**  
**Office Copy**

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

Service Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_  
*(If different from service address)*

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

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Birthdate: \_\_\_\_\_ SSN: \_\_\_\_\_

Co-Owner: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Other Contact Person: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Property Owner: \_\_\_\_\_ Phone: \_\_\_\_\_

Do you wish to sign up for Auto Draft? Y / N *(Separate sign-up form and a voided check is needed)*

Would you like to sign up for text reminders? Y / N

I understand that in signing up for water, sewer and trash service at the above stated address, I am fully responsible for all charges incurred while the account is under my name, as well as any bills and/or final bills outstanding that will be generated after my service at this address has been disconnected. Full terms on page 3 of this packet.

Signature: \_\_\_\_\_

Trash Service

**T1** – Curb service, one pickup per week, at the rate of \$16.09 per month. This service is only valid if the customer purchases a toter (95 gallon cart). The Contractor will offer for sale these toters for \$125.00 each. An equal substitute toter may be used, with individual written approval of the substitute by a representative of the Contractor. All trash must be bagged inside the toter. It is the resident’s responsibility to keep the toters clean. Curb service customers will be limited to one toter, at capacity with the lid shut, per week.

**T2** – Curb service, one pickup per week, at the rate of \$18.41 per month. This service is offered only with a toter being rented by the customer. The rate includes the rental payment of the toter. All trash must be bagged inside the toter. It is the resident’s responsibility to keep the toters clean. Curb service customers will be limited to one toter, at capacity with the lid shut, per week.

**T3** – Carry out or tub service, one pickup per week, at the rate of \$40.66 per month. A toter is NOT included with this service. Residents requesting carry out or tub service; must securely bag all trash, must provide reasonable and safe access to trash, must segregate trash in a location and manner where it is easily identifiable as trash. The contractor will not be required to climb any fence or wall, go through a locked gate, or enter a yard that has an unsecured animal. The contractor will also not be required to pick up trash that is loose and scattered, except if the contractor causes the trash to become loose and scattered. Tub out customers will be limited to eight (8) thirteen gallon bags or equivalent to one (1) ninety-five gallon container per week. Each bag or container must not exceed fifty (50) pounds. Type of containers shall be disposable solid waste containers originally manufactured for the purpose of containing solid waste. The containers must be tied or closed properly and all contents should be bagged.

**T4** \_ Same as T2 but with three (3) toters, at the rate of \$55.23 per month.

**T5** – Same as **T2** but with two (2) toters, at the rate of \$36.83 per month.

Customers, regardless of type of trash service, may place 1 large or bulky item at the curb per week free of charge and arrangements may be made with Dayne’s to remove additional items for a fee.

Circle One

**T1   T2   T3   T4   T5            (T6 T7 T8 T9 T10-Ask Clerk)**

Service Address: \_\_\_\_\_

Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Trash Service

All water bills are due on the 10<sup>th</sup> of each month. If you are a tenant or otherwise non-owner occupied property, your water will be disconnected if not paid by noon on the 13<sup>th</sup>. If the 13<sup>th</sup> falls on a weekend, the bill will be due the following Monday by noon. They must be paid to a zero (\$0) balance or they will be subject to disconnection. Delinquent fees of \$25 will be charged at 12:00 p.m. and disconnections will go out.

If you are a homeowner, you have until noon on the 15<sup>th</sup> of each month to pay before late fees will be assessed and final notices are sent out. You will have 10 days to pay your bill, including late fees, the last day to pay is the close of business (4:30 p.m.) on the 25<sup>th</sup>. If the 25<sup>th</sup> falls on a weekend, the bill will be due by close of business on Monday. The delinquent fee of \$25 will be charged at 8:01 a.m. on the shut off day. The delinquent fee of \$25 plus the past due balance will have to be paid in order to restore service.

If the account is paid before actual disconnection, the work order may be cancelled, but the delinquent fee will still have to be paid (it is a delinquent fee not a reconnect fee). If the account is settled after 3:30 p.m. and you want *reconnection the same day*, there will be an additional service fee of \$25.00.

If signing up for water, sewer, and trash services, you are fully responsible for all charges incurred while the account is in your name and by signing this document, you agree that you have read and understand the policies explained therein.

Signature: \_\_\_\_\_

## Trash Service

### Customer Copy

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#### *ADDITIONAL INFORMATION...*

- \*If you have an after-hours emergency or shut-offs due to non payment you can call (573)754-0199.
- \*Customers are responsible for the cost of repair or replacement of damaged or lost toters.
- \*You may sign up for the Portal to view your account at any time or enroll in email billing by going to <https://ampstun.utilitybillingsystem.us/> and follow the prompts.
- \*You can pay your bill online at the City's website at <https://louisianamo.gov/> , then choose "online payments."
- \*To contact the water office, you can call 573-754-4591 ext 115 or 573-754-4592 ext 116 or email [womanager@louisianamo.gov](mailto:womanager@louisianamo.gov).