

# CITY OF RANDOLPH

## NEW CUSTOMER INFORMATION

Dear Customer:

Welcome to the City of Randolph! The City of Randolph provides electrical, water, sewer and sanitation utility services. All bills are due and payable to the City of Randolph by the tenth (10<sup>th</sup>) of each month. Utility payments made after the tenth (10<sup>th</sup>) of each month will be assessed a late fee. A signed application for utilities along with a utility deposit is required from the new customer. A deposit of not less than \$75.00 with letter of credit from previous utility shall be required of all residential customers who own the residential property for which electric service is requested as a guarantee that they will pay their electric service charge. A deposit of \$150.00 will be required if no letter of credit is available. A deposit of not less than \$300.00 shall be required of all residential customers who rent the residential property for which electric service is requested as a guarantee that they will pay their electric service charge. The foregoing \$300.00 deposit shall be waived, and a \$75.00 deposit charged, for any residential customer who rents the property for which electric service is requested if the owner of said property agrees to sign a written guarantee obligating said owner to pay any balance due for electrical service left unpaid by the tenant upon tenant's vacation of said property.

The City of Randolph bills customers by mail, email, in office, and/or automatic withdrawal from a checking account of the financial institution of your choice. A "drop slot" is available at the City Office to receive payment for your convenience. Please notify the City Office if your billing procedure needs to be changed to better serve you.

As stated, the City of Randolph does provide sanitation pickup service for their citizens and businesses. Trash is to be placed curbside on the front side of said property on Tuesday mornings by 8:00 a.m. to ensure pickup.

Customer acknowledges that Nebraska Statute 70-1605 provides for termination and discontinuance of electrical and other utility service by the City for non-payment of any due account after seven (7) days written notice by mail and that the procedure in said Statute are followed by the City. For the purposes to this paragraph, a duly authorized agent of the City is authorized to enter the premises to remove metering equipment and disconnect the service after notice.

Payment on account by insufficient fund or no-account check is considered NO payment and rules for termination apply.

The Randolph City Office is located at 212 E Broadway. Open Monday through Friday; 8:00 a.m. - 5:00 pm. Correspondence can be mailed to the City of Randolph; P.O. Box 457; Randolph, NE 68771; Phone #(402) 337-0567; Fax #(402) 337-0571; email address: [cityhall@randolphne.com](mailto:cityhall@randolphne.com); web site: <https://randolphne.com/>

**CITY OF RANDOLPH**  
**UTILITY APPLICATION**

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

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

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

1. The City of Randolph is hereby requested to initiate electrical and other utility service at location hereinafter described.
2. Customer agrees to pay for electrical and other utility service at the City's rates as set by ordinance and under the City's rules and regulations.
3. City does not guarantee uninterrupted service.
4. Customer acknowledges that Nebraska Statute 70-1605 provides for termination and discontinuance of electrical and other utility service by the City for non-payment of any due account after seven(7) days written notice by mail and that the procedures in said Statute are followed by the City. For the purposes to this paragraph, a duly authorized agent of the City is authorized to enter the premises to remove metering equipment and disconnect the service after notice.
5. Payment on account by insufficient fund or no-account check is considered no payment and rules for termination apply.
6. Customer acknowledges that utility bills for the City are either mailed or emailed based on customer preference but are not guaranteed due to unforeseen circumstances beyond the control of the City. Utility bills can be picked up at the City Office by the 1<sup>st</sup> of each month if not received by previously mentioned method. Customer further acknowledges that bills are payable the first ten(10) days of the month following the billed month, and after disconnection, a new application and connection fee must be presented to the City Office.
7. Method to receive monthly utility statement:

Email: \_\_\_\_\_ Mail: \_\_\_\_\_

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

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