

CITY OF RANDOLPH – NEW UTILITIES CUSTOMER INFORMATION

Welcome to the City of Randolph!

The City of Randolph provides electrical, water, sewer, and sanitation utility services. A signed application for utilities along with a utility deposit is required from the new customer.

- **OWNER DEPOSIT:**
 - 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.
- **RENTER DEPOSIT:**
 - 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 or email. The following payment types are accepted: cash, check, or credit/debit card. If paid by credit/debit card, a convenience fee will be charged. Additionally, you can sign up to have your bill paid automatically from your checking or savings account. If paying during a time the City Office is closed, there is a drop slot located next to the front door.

GARBAGE PICKUP AND RECYCLING DROP OFF:

- Trash is to be placed curbside on the front side of said property on Tuesday mornings by 8:00 a.m. to ensure pickup.
- Trash must be placed in a garbage bag; closed and tied. Multiple bags can be placed in a container no larger than 50 gallons. The City does not provide containers.
- Bulky items like furniture, dishwashers, carpet can be picked up curbside with trash for an additional bulk fee; must call the City Administration building to schedule 402.337.0567 before day of.
- Any loose garbage items will not be collected without prior approval.
- For your convenience, the City has a recycling center located southeast of our City Park next to the Horse Arena. The recycling center is open 24/7 and accepts glass, plastic, aluminum and tin cans, cardboard, paper, scrap metal, appliances (no dishwashers), tree branches, and yard waste. Please review signage at the recycling center entrance for all acceptable recycling debris.

ANNUAL REGISTRATIONS IF APPLICABLE:

- Dogs and cats must be registered. A current rabies certification is needed to complete registration along with any required fees. The City of Randolph does have an ordinance banning certain breeds of dogs. Check with the City Office for additional details.
- ATV, UTV, Golf Cart must be registered. Registration and proof of insurance required.

For additional details regarding codes, ordinances, or other general information, please visit the city's website at www.randolphne.com.

CITY OF RANDOLPH – NEW UTILITIES CUSTOMER INFORMATION

CITY OF RANDOLPH- NEW UTILITIES 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 the location hereinafter described.
2. The 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. The City of Randolph does not guarantee uninterrupted service.
4. The 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. The 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 1st of each month if not received by previously mentioned method. The 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