



## **UTILITY BILLINGS (WATER & SEWER) POLICY**

### **POLICY: TEMPORARY SUSPENSION OF SERVICES/BILLING**

Any person wishing to have their utility charges temporarily stopped due to vacation or other long stay away from their home must go by the following guidelines:

1. Must be away from their residence for a minimum of three months
2. File form provided by City Hall for temporary discontinuing of services.
3. Water must be shut off at the curb stop in order to stop charges. Curb shut off by (Public Works) will not be done during the months of December, January and February.
4. A minimum of 2 day's notice is required to shut water off, to allow scheduling.
5. There will be a \$30 charge for water shut off, no charge to turn water back on at curb. No utility charges will be billed while water is shut off. Utility charges will not be prorated during month of shut off or turn on; a minimum base charge of \$30 will be applied.
6. A minimum of a one week notice will be required for turning on water at the curb stop and resuming services. Someone must be present at address when water gets turned back on by Public Works.



Account #

# Temporary Suspension Of Utility Service

Temporary suspension of utility service is available for customers, who will be away for three months or more, and would like their city services and billing temporarily stopped. This service will not be available for the months of December, January and February.

By completing this form you agree to have the City shut off your water at the curb stop (a working curb stop is necessary and \$30 shut off charge is applicable). All utility services and charges will be suspended for the time you are away. Utilities will be prorated for the starting month but will not be prorated for the month service is resumed.

You will need to notify the City of West Fargo at least one week in advance of your return date to set up an appointment to have your water turned back on. You will need to have the home unlocked and someone present at the time the City turns your water back on. This option will provide additional protection if your home is without heat for some time and a water pipe breaks...

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

City of West Fargo Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Forwarding Address: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_ Emergency Contact E-Mail: \_\_\_\_\_

Month to Stop Utility Service: \_\_\_\_\_

Month to Resume Utility Service: \_\_\_\_\_

**I UNDERSTAND THAT:**

- \* I have to be out of town for three months or longer to suspend my utility services.
- \* I will not be billed for utility service during the time period I have specified above.
- \* If I need to extend the temporary suspension of service, I will need to contact the City of West Fargo.

Signature (electronic signatures accepted): \_\_\_\_\_

Mail to: West Fargo Utility Department  
800 4th Ave East, Ste 1  
West Fargo ND 58078

Fax to: (701) 433-5319

E-Mail to: [utility.billing@westfargond.gov](mailto:utility.billing@westfargond.gov)

**Office Use Only**

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

Water Service turned off, Date: \_\_\_\_\_

Water Service turned on, Date: \_\_\_\_\_