



VILLAGE OF HYDE PARK

New Customer Application Packet

Enclosed, you will find the required documents for opening a utility account in your name with the Village of Hyde Park. Please read all questions carefully and answer them accurately to the best of your knowledge. Your new account will be created upon receipt of all required forms by the Village office. Questions about the account opening process may be directed to our Customer Service Representative (see below for contact details).

Mailing Address
PO Box 400
Hyde Park, VT 05655

customerservice@hydeparkvt.com
Phone #: 1.802.888.2310
Fax #: 1.802.888.6878

Physical Address
344 VT 15 W
Hyde Park, VT 05655

www.villageofhydepark.com

Useful Information

VOHP Payment Policy: You will be billed each month for services provided to you. If you do not receive a statement in the mail, you are still expected to pay your full balance due. Bills are mailed by the 1st of each month, and are due by the following 1st. We are not responsible for the postal system. Payments received after the due date stated on the bill are subject to a 1% penalty on the past due total.

Disconnection: Timely payments are required to keep your account in good standing. Failure to pay your bill may result in disconnection of service until the delinquent balance has been paid.

Payment Methods:

- **ACH** - Automatic Deduction from your bank account (authorization form required).
- **Credit / Debit Card** - We accept VISA, Mastercard & Discover. Payments may be made in person, over the phone, or via our online payment portal at www.villageofhydepark.com.
- **Cash** - Payments in cash may be made at our customer service window during office hours.
- **Check** - Payments by check may be mailed to our PO Box or dropped off at the Village office. Drop boxes are available for after-hours payments.
- **E-Check** - Electronic check payments may be made through our online payment portal at www.villageofhydepark.com.

Fees & Charges:

- Any account holding a delinquent balance is subject to a monthly 1% penalty on the delinquent total until paid.
- \$10.00 - Final Bill Fee - Off cycle meter reading and billing charge assessed on final bill.
- \$10.00 - Trip Fee - Assessed on account when a payment is made at time of disconnection to our crew member.
- \$15.00 - Returned Payment Fee - Assessed when a payment method is returned by the bank.
- \$25.00 - Reconnection Charge - Assessed for the reconnection of a meter disconnected for reasons other than non-payment.
- \$30.00 - Reconnection Charge - Assessed for the reconnection of a meter disconnected due to non-payment.
- \$60.00 - After Hours Reconnection Charge - Assessed for the reconnection of a meter after normal business hours.

Outage Information: If you experience a service outage and have eliminated a localized issue, please notify the Village office at 1.802.888.2310 as soon as possible. If the outage occurs outside our regular business hours, please contact our after hours line at 1.802.888.1732.



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NEW CUSTOMER APPLICATION

This is your application to the Village of Hyde Park Electric, Water and Sewer Departments for utility service to the address given below. As a customer of the Village of Hyde Park, you agree to pay for the service supplied at the rates assigned to your rate classification. Please read all questions carefully, answer them accurately to the best of your knowledge, and sign the application below.

Name of Applicant (please print): _____

Driver's License #: _____ State: _____ SS #: _____ / _____ / _____

Home Phone #: _____ Cell Phone #: _____ Work Phone #: _____

D.O.B.: _____ Email Address: _____

Name of Co-Applicant (please print): _____

Driver's License #: _____ State: _____ SS #: _____ / _____ / _____

Home Phone #: _____ Cell Phone #: _____ Work Phone #: _____

D.O.B.: _____ Email Address: _____

I/We give authorization to share information regarding this account with the following individuals:

Date Service to Start: _____ Do you own or rent the premises requiring service: _____

(If you rent your home, please refer to renters page for further information)

Physical Address: _____

Mailing Address: _____

Does a special condition exist that, if power were lost, a medical emergency would arise? YES / NO If Yes, Describe Below:

I have reviewed deposit rules and will be providing (circle one): DEPOSIT / REFERENCE

The undersigned hereby requests that the Village of Hyde Park provide Electric, Water and Sewer service to the property described above. I/We agree to pay in full when all charges for such services are due. Failure to keep electric and water/sewer bills current may result in the Village of Hyde Park exercising its rights pursuant to 32 V.S.A. § 5061 and 24 V.S.A. § 3504(a) and 3306, including placing a lien on said real estate and the foreclosure and sale of that real estate. If the Village finds it necessary to incur legal and/or other expenses to collect the obligation of the debtor, debtor shall be responsible for such expenses, irrespective of whether suit has been brought.

Signature of Applicant: _____ **Date:** _____

Signature of Co-Applicant: _____ **Date:** _____



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RENTER'S CHECKLIST & INFORMATION

If you are renting your home from another individual, please complete the information below. The landlord or property owner must authorize to allow an account to be opened in your name. Due to Vermont privacy laws, the Village of Hyde Park may share account information with the landlord ONLY if the tenant agrees by signing below.

I have procured the property owners authorization to put the account in my name : YES / NO

Is the property owners authorization attached to this application: YES / NO (both items must be YES to procede)

Name of Landlord or Property Owner: _____

Landlord/Property Owner Email: _____ Phone #: _____

If you would like the Village of Hyde Park to share account information, including delinquencies, with your landlord or property owner, please authorize by completing and signing below.

I, _____, a tenant at _____ (please clarify apt or unit #

if applicable) give the Village of Hyde Park permission to share with _____

(landlord, property owner, rental agent) and it's designated members information regarding my electric, water & sewer bill.

Printed Name: _____ Signed: _____ Date: _____

Witnessed By: _____ Signed: _____ Date: _____

OFFICE USE ONLY

Deposit: Yes / No Amount: \$ _____ Date: _____ New Acct #: _____ Date Serv to Start: _____

Application Processed by: _____ Date Processed: _____



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DEPOSIT RULES

For all new accounts we require a deposit unless a reference is provided. The Public Utility Commission rules governing the collection of deposits are included below. Please review your options and note your choice on the application. If you choose to use a financial institution as a reference, you may use the form on the reverse.

If you are a *new customer* requesting electric service, The Village of Hyde Park is able to seek a deposit unless a reference is provided. Below are the accepted types of references as per the *Vermont Public Utility Commission Rules* rules.

- A letter from another utility: in or out of Vermont, stating that you were a customer with a good credit record for the past two years (utilities and cable TV companies in Vermont are required to provide this letter quickly, if you ask)
- A reference from a bank: showing that you've kept up a checking account for at least the past year, without overdrawing it or any other account. You may use the form on the reverse page. This must be completed and signed by a bank representative. We are unable to accept TD Bank references.
- A letter from someone who will guarantee the account: This person must also be credit-worthy. The person should say how long they will keep this guarantee, and how large a payment (up to what amount) they will pay, if necessary.

If a reference is not provided a deposit will be required. A deposit will be 2-month average of usage for the residence. This is done by calculating the average monthly usage over the previous 12 months for the residence.

A deposit can be paid in one installment at the time of the new service or in three installments. If three installments are made, one-third will be due immediately, one-third in 30 days, and the final one-third in 60 days.

All deposits will be returned in the form of a bill credit if:

- Following a period of twelve (12) consecutive months in which the customer has not been disconnected and has received no more than three (3) disconnect notices.
- The customer terminates their service (if, after the application of the deposit to the final bill, a credit remains, a check will be issued to the account holder for the balance.



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BANK REFERENCE FORM

You may use this form to procure a reference from your financial institution. This form must be completed and signed by a bank representative. The reference will be deemed unacceptable if unsigned or if minimum requirements are unmet.

Credit Reference for Utility Service

Name of Applicant (please print): _____

Physical Address: _____

I authorize my financial institution to disclose information regarding my current checking account.

Signature of Applicant: _____ **Date:** _____

Bank Name: _____

Branch Address: _____

Checking Account #: _____ Date Opened: _____

Has this account been overdrawn within the past twelve (12) months? NO YES

If yes, number of times it was overdrawn? _____

Has this account been handled in a satisfactory manner? NO YES

Bank Representative Name (please print): _____ **Title:** _____

Bank Representative Signature: _____ **Date:** _____



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ACH / DEBIT ORIGATION AUTHORIZATION FORM

Our preferred form of payment is by ACH. You may use this form to authorize the Village of Hyde Park to initiate automatic withdrawals from your bank account to pay your monthly utility bill.

Financial Institution: Union Bank

Company: Village of Hyde Park, Inc.

I authorize the Village of Hyde Park, Inc. to initiate withdrawals from my account at the financial institution named in this application for payment of my Village of Hyde Park Electric Department monthly bills. This authorization will remain valid until I, Village of Hyde Park, or my financial institution revokes it.

All monthly bills will be mailed prior to the first of each month indicating the amount due. **The full amount due will be deducted on the 12th day of the corresponding month.** An automatic payment of a monthly bill can be suspended by notifying the Village of Hyde Park, at any time prior to 4:00P.M. three business days before the payment is scheduled to be deducted from your account. I understand that three or more suspensions in a 12-month period will result in cancellation of my participation in the Direct Payment program.

I understand that the Direct Payment program is an alternative method of payment only and does not otherwise affect my rights or the rights of the Village of Hyde Park or my financial institution with respect to each other. I further understand that the Village of Hyde Park and my financial institution reserve the right to terminate the Direct Payment plan and /or my participation in it. If I wish to discontinue my participation in the Direct Payment plan, I may do so by notifying the Village of Hyde Park.

I understand that there is a \$ 15.00 charge for a returned transaction including but not limited to insufficient funds, non-existing account, closed account, etc.

Authorization Account Holder Signature: _____

Date: _____ VOHP Electric Account #: _____

Name of Financial Institution: _____ Phone #: _____

Branch Address: _____

Routing Number: _____ Account Number: _____

Please check appropriate box: Checking Account Savings Account

Please retain a copy of this authorization form for your records.

