



City of McCall

FINANCE

www.mccall.id.us

216 East Park Street  
McCall, Idaho 83638

Phone 208-634-7142

Fax 208-634-4493

## APPLICATION AND CONTRACT FOR WATER UTILITY SERVICE

For Office Use Only:  
New Owner Account #: \_\_\_\_\_

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

Service Effective Date: \_\_\_\_\_

Owner's Name(s), Mailing Address & Contact Info:

Service Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone No.: \_\_\_\_\_

Send Bill To:  Owner  Authorized Agent

Owner's Authorized Agent's Contact Information

Phone No.: \_\_\_\_\_

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

Fax No.: \_\_\_\_\_

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

E-Mail Address: \_\_\_\_\_

\_\_\_\_\_

Social Security Number: \_\_\_\_\_

Phone/Email: \_\_\_\_\_

### Form of Deposit:

Automatic Payment Authorization: \_\_\_\_\_ Attach Voided Check

Credit Letter of Reference: \_\_\_\_\_ Utility Company & Date Received: \_\_\_\_\_

Deposit Amount Received: \$ \_\_\_\_\_ Date: \_\_\_\_\_

### **Terms and Conditions**

Owner ("Applicant") hereby requests that the City of McCall (the "City") provide utility services. Applicant agrees to pay for the services at the rate, at the time and in the manner required by the McCall City Code and rate resolutions of City Council. Pursuant to McCall City Code there is no reduction in monthly water base rate fees while the water meter is shut off. If the provisions of this contract and the provisions of the McCall City Code conflict, the McCall City Code shall govern. The City has the right to impose and enforce the penalties provided in such code for non-payment and untimely payment, and to change the rate at any time. The City will make reasonable efforts to notify applicant of rate changes through legal publication in the Star News but the absence of receipt of such notice shall not waive the City's right to collect the new rates. The City may at its option install such meters, meter reading devices and other devices it deems necessary to control and measure the quantity of water supplied. Supply of water services is subject to the provisions of the McCall City Code. The City is neither responsible nor liable to the applicant for any damage that may be caused to applicant or applicant(s) property by any failure of the water system that occurs in the building(s) and the City water shut-off valve. The City is not liable to the applicant for the consequences, if any, of reductions or interruptions in water supply caused by construction, power failure, fire suppression, repairs, shut-off by reason of non-payment of rates, or otherwise, nor shall any of the same reduce or eliminate applicant's obligations to pay the rates. The failure to receive a bill does not diminish or eliminate applicant's obligation to pay the rates.

Applicant's obligation to pay the rates continues until such time that a transfer of ownership of the premises is recorded at the County Recorder's Office, or until a replacement owner/applicant of the same premises applies for service and completes a contract for service, and such new application is approved by the City.

Applicant agrees that only a representative of the City be allowed to turn on or off any City utility service. The Applicant further agrees to take no action to obstruct, cover meters or shut off devices or otherwise prevent the City's authorized representative from making

**Application and Contract for Utility Service (Continued)**

records, readings and inspections of the location, condition and sufficiency of pipes, fittings, valves, cocks, fixtures and appliances. Applicant agrees to grant free access to the City’s authorized representative during reasonable hours to carry out such official duties necessary for the proper operation and maintenance of the water system. Denial of access to or any physical or verbal abuse of any employee carrying out such duties shall entitle the City to discontinue service to the applicant, among other remedies.

Each applicant desiring water, services shall pay a refundable deposit to the City in an amount equal to the expected billings for such service(s) for three months at the premises desired to be served. The City Treasurer shall determine this amount and such deposit shall be required unless the applicant has had with the City, within the past two (2) years, one or more accounts for utility service, in his own name, and has had satisfactory payment record for the last twelve (12) months such accounts(s) was (were) in effect or the applicant may provide a letter or copies of bills from another utility for 12 months of current service with such utility showing a “satisfactory payment record”, or the applicant agrees to maintain automatic payment of their water service bills for a minimum period of twelve months with a “satisfactory payment record”. Failure to maintain a “satisfactory payment record” during the first twelve months of automatic payment of water service bills for a minimum period of twelve months with a “satisfactory payment record” will require that the applicant shall immediately pay such deposit in order to maintain service. A “satisfactory payment record” shall be defined as one in which all payments were made on or before the date due, for all accounts in effect during the aforementioned twelve (12) months

If the property is rental property, the owner must sign this contract. If the owner has a legally authorized agent, both the owner and the agent must sign this contract; provided, however, naming an authorized agent shall not relieve the owner of the duty to pay all utility services charges.

This contract was agreed to and executed in Idaho, and Idaho law governs its interpretation. The District Court of the State of Idaho, in and for Valley County shall have exclusive jurisdiction over any litigation arising under this contract or dealing with the matter of utility services at the service address. The Applicant agrees as a condition of receiving such service, to waive any right to appear in District Court to settle a dispute arising from such service, unless he or she first complies with the administrative procedure set forth in McCall City Code Section 6-4-260.

Applicant acknowledges and agrees that if credit is extended to it by the City, it shall pay any and all amounts due the City within twenty-five (25) days of the date of each respective invoice provided by the City. The Applicant further acknowledges and agrees that delinquent accounts will be subject to penalties and service charges. Pursuant to the McCall City Code, penalty is 10% of the amount past due, and service charge is 1.5% monthly. Applicant shall be liable for all costs of collection of delinquent payments due the City, including reasonable attorneys’ fees (whether or not a suit is brought), out-of-pocket expenses, court costs and any collection fees charged by a collection agency used by the City. Once a payment plan is in effect, missing one payment will result in immediate shut off. Utility services will only be turned back on when all of the following has been remitted to the City - the balance is paid in full, a deposit of 125% of three (3) months of base rate, turn off and turn on fees. Situations with extenuating circumstances will be addressed on a case by case basis.

Pursuant to McCall City Code section 6-4-280, it shall be unlawful for any person who is not the legal owner of a specific parcel of real property, receiving or requesting municipal utility services for such real property, to represent upon an application for utility services or contract that such person is the legal owner of the real property for which utility service is being requested; nor shall a person make any other false representation for the purpose of receiving such services. Violation of this section shall be considered a misdemeanor and shall be prosecuted as such.

If an owner has hereby designated an Authorized Agent, such Agent shall be deemed by the City, to be authorized by said owner to act on behalf of said owner in all matters relating to this contract for utility services. The City shall presume that said Owner’s agent is acting in the best interest of Owner, and with Owner’s full knowledge and consent with respect to all matters and business conducted pursuant to this contract. All billings, notifications, correspondence, and other business dealings between Owner’s Authorized Agent and the City shall have the same legally binding effect as if the City were transacting said matters or business directly with the property owner. Before a person can serve as authorized agent, such person must be in the business of, and regularly engaged or employed as a professional leasing agent or property manager.

Signature of Owner	Date	Signature of Authorized Agent
Signature of City’s Authorized Representative	Date	



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216 East Park Street  
McCall, Idaho 83638

Phone 208-634-7142

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## AUTOMATIC PAYMENT AUTHORIZATION

### City of McCall

You can pay your City of McCall monthly utility bill by automatic deduction from your checking or savings account. To obtain this service, just complete this request form and mail it (or drop it off) along with a void check (or a copy) from your checking account or a void withdrawal slip (or a copy) from your savings account. Deposit slips will not be accepted.

Utility Account Number \_\_\_\_\_

Customer Name(s) \_\_\_\_\_

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

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

\_\_\_\_\_

***I (we) hereby authorize the City of McCall, hereinafter called City, to initiate debit entries to my (our) account in the amount of the monthly water and/or sewer utility billing, between the 1<sup>st</sup> and the 10<sup>th</sup> day of each month from:***

***Checking account \_\_\_\_\_ or Savings Account \_\_\_\_\_***

**(please check one)**

Bank Name \_\_\_\_\_ Routing # \_\_\_\_\_

Bank Account # \_\_\_\_\_ Requested effective date: \_\_\_\_\_

***This authority is to remain in full force and effect until City has received written notification from me (or either of us) of its termination in sufficient time (a minimum of 30 days) and in such manner as to afford City a reasonable opportunity to act on it.***

Signed \_\_\_\_\_ Date \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

**REMEMBER – PLEASE ATTACH A VOIDED CHECK OR SAVINGS WITHDRAWAL SLIP**

City of McCall \*\* 216 East Park Street \*\* McCall, Idaho 83638-3832\*\*

-----For Office Use Only-----

Rec'd by: \_\_\_\_\_

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

Performed by: \_\_\_\_\_

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

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City of McCall

FINANCE

[www.mccall.id.us](http://www.mccall.id.us)

216 East Park Street  
McCall, Idaho 83638

Phone 208-634-2103

Main 208-634-7142

Fax 208-634-4493

## Instructions for Accessing the Website for Online Utility Payments for the City of McCall

At the City of McCall, we understand that many people like the convenience of using the web to pay bills anytime, anywhere. In order to provide that service for our customers, we use a third party company for our secure online payment system. The web portal also allows our utility billing customers to sign up for monthly E-Statements. Here are some instructions on how to get started:

The first step is to access the City of McCall website at [www.mccall.id.us](http://www.mccall.id.us). On the menu bar across the top of the webpage, scroll to the drop down menu titled, “**I Want To..**”, “**Pay For...**”, “**Utility Bill**”. This will take you to the payment portal where you can pay your utility bill online.

Once you get into the site, you have two (2) options to use for paying your bill.

- **One Time Online Payment:** The option on the left of your screen, **New Signup or Express Pay**, is often used when making a one-time online payment. Many people prefer this option because once your payment is made, the system does not keep your information. You will need to have the account/customer number, including decimals, and the first four characters of the name (ie TJ Smith would be “tj s”) of the account holder to proceed.
- **E-Statements:** With the option on the right of your screen, **Returning User**, you can set up your account with a user name and password and sign up for E-Statements. Once you enter in your e-mail address, you will receive a confirmation e-mail, which you will need to respond to, prior to E-Statements being set up.

If you have any problems accessing the site, please contact the Utility Billing office at (208) 634-8947 and we will assist you any way we can.

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## CONTINUOUS UTILITY BILLING

### Frequently Asked Questions (FAQ)

The City of McCall provides water services to approximately 3,000 residential and commercial customers within an area of 10 square miles. The City of McCall's Public Works Department maintains a Water Treatment Plant, 44 miles of water mains, two raw water pumping stations, two treated water booster pump stations, 365 fire hydrants and numerous other appurtenances.

#### **What is continuous utility billing?**

Continuous utility billing is the practice of charging all water customers the base rate each month, regardless of whether the service has been seasonally suspended per customer request. Continuous billing was approved by the McCall City Council on April 22, 2010. The requirement for continuous billing is found in McCall City Code 6-4-150. The Code can be viewed at [www.mccall.id.us](http://www.mccall.id.us), by clicking on the "City Code" link.

#### **Why does my utility bill include both a base rate and a usage rate?**

There are both fixed and variable costs to operate and maintain the water system. The base rate is designed to cover fixed costs, including: regular and ongoing capital improvements, regular maintenance, debt

Service, and operations costs that are not dependent upon the flow through the system. The usage rate is designed to cover variable costs related to the amount of drinking water produced.

#### **What does my utility bill pay for?**

The monies received from utility billing pay for two things. The first is the usage portion of each bill. This is for the actual amount of water used. The second is for maintaining and improving the water system through capital improvements. The City of McCall's water system is heavily regulated by the Idaho Department of Environmental Quality (IDEQ) and the United States Environmental Protection Agency (USEPA). Both of these agencies have rules and regulations that require specific operational standards be met and that necessary improvements are made regularly to the water system.

#### **How do seasonal customers affect the utility systems?**

The City of McCall has a high number of seasonal customers. Even though these customers are not using drinking water every day, the entire utility system has to be sized



to serve them at any time. For instance, the City is required by the IDEQ to size water pump stations to serve peak demand, with one pump offline. This requires a much larger investment than is necessary during our long periods of low demand, when seasonal customers are not in McCall. There are many other examples where the size and cost of the utility system is driven by the number of customers, not whether those customers are actually using the water service.



### **How do seasonal customers affect utility billing?**

Seasonal customers in the past have been allowed to suspend their utility billings while they are not using their home in McCall. The effect of this practice placed a heavier burden on the fulltime customers because seasonal customers have not been required to pay equally for the ongoing maintenance and improvements to the systems. These seasonal customers benefit from the availability of water distribution to their premises when they need it. They also benefit from the improvements that the City of McCall makes to these utility systems.

### **Why continuous billing?**

Continuous billing provides that all service accounts pay a base rate for water service. This base rate is designed to pay for the utility system infrastructure and for future necessary capital improvements. This practice ensures that all City utility customers are paying their share of the fixed costs of the water system.

### **Are there any exemptions?**

No.

### **Can I still have my water turned off when I'm gone for the season?**

Yes. Some seasonal customers may still wish to have their water service turned off by the City, at the meter, as part of the winterization of their home. Utility customers may request that utility services to their premises be turned off on a seasonal basis.

- Notify the Utility Billing office 48 hours in advance of when the services are to be turned off or on.
- A \$65 turn off fee or a \$65 turn on fee will be charged.
- There will be a charge of the monthly base rate for water service, even if the water is shut off at the meter by the City of McCall Public Works Department.

### **I still have questions. Where can I find out more?**









More information about utility billing can be found on the City's website:

[http://www.mccall.id.us/government/departments/pub\\_works/pub\\_works.html#Forms](http://www.mccall.id.us/government/departments/pub_works/pub_works.html#Forms) or by calling the Utility Billing office at (208) 634-4803.





## Water Leak Reference Table

Leak This Size	Loss Per Day* (Gallons)	Loss Per Year* (Million Gallons)
	65	23,725
	265	96,725
	1,060	386,900
	2,390	872,350
	4,250	1,551,250
	6,640	2,423,600
	9,560	3,489,400
	17,000	6,205,000

\* Based on 2 PSI

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