



OWNER & TENANT/LESSEE UTILITY SERVICE AGREEMENT

First day of Tenancy: _____

Date: _____ Last day of Tenancy: _____

Property Address: _____ Account Number if known: _____

Owner Information

Tenant/Lessee Information

Name: _____

Name: _____

Mailing Address: _____

Mailing Address: _____

Email: _____

Email: _____

Phone #: _____

Phone #: _____

AUTHORIZATION TO BILL UTILITY SERVICE TO TENANT/LESSEE

As the owner, I direct the City of Hailey to add the tenant listed above to my utility account and provide the tenant with a monthly utility bill. I request that the tenant pay for the monthly utility services (water, sewer, and garbage) while renting my property. I understand that as the owner, I will continue to receive a statement of the bill, and if the City of Hailey is unable to collect the balance owing from the tenant, I agree to pay any unpaid fees assessed on my account.

Total Due: Nonrefundable Administrative Fee \$ 33.00

Consent:

Signature of Property Owner of Record

Signature of Tenant

Please see the back of this form for important information.

The City depends upon the Owner to confirm the date of the end of the tenancy. Feel free to use this form to send that information, or to send an email or letter..

For the City of Hailey utility billing, the property owner remains the account holder throughout their ownership of the property, and the tenant is added to the owner's account. **For this reason, the tenant will be added to the account only after the account is current through the day before the start of their tenancy.** For a calculation of those charges, email utility.billing@haileycityhall.org. Likewise, **the tenant's information will not be removed until the account is current through the end of the tenancy.**

The owner and the tenant will receive a bill each month. The bills will be mailed unless both owner and tenant have paperless billing set up through their Xpress Bill Pay accounts (see below for more on XBP). Paperless billing means that XBP will email you a notice that the new statement is available to view, but to see the important details like the water usage total for the month, you will need to log into your XBP account.

Bills are mailed on the last business day of the month in which services are rendered and due on the 25th of the month after services were rendered. The bill for May services will be mailed on the last business day of May, and it will be due on 25 June, for example.

Payment can be made in person, by mail, by phone, and through your banking. We offer autopayment through the City and through Xpress Bill Pay. The DirectPay form authorizes the City to draw a payment from your bank account around the 22nd of each month: <https://haileycityhall.org/wp-content/uploads/2021/06/Direct-Pay.pdf> *IT IS THE TENANT'S RESPONSIBILITY TO REQUEST TERMINATION OF DIRECTPAY UPON THE TENANCY END.*

Find our third-party payment provider, Xpress Bill Pay, on the City website www.cityofhailey.org and at <https://www.xpressbillpay.com/#/?org=hailey10037>

XBP is a third-party payment system that displays certain City utility account information. First set up your own XBP account, to which you then attach the City utility account. You can use this to look at your current and prior statements, review water usage history, pay your bill, and set up autopay. Once you set up your XBP account, you will need the utility account name (the owner's name), the account number, the service address, and a recent statement amount, in order to link the utility account to your XBP account:

If you choose to set up autopay through XBP, please set the run date after the 5th of the month to be sure that the XBP actually has the most recent bill. A CUSTOMER'S XBP ACCOUNT IS NOT MANAGED BY THE CITY. IT IS THE RESPONSIBILITY OF THE TENANT TO REMOVE THE UTILITY ACCOUNT FROM THEIR XBP ACCOUNT AND TO TERMINATE AUTOPAY AT THE END OF THE TENANCY. If you do not, you will continue to receive billing notifications after you have been removed from the City utility account.

The Hailey single-family monthly average for winter (non-irrigation) use is 4000 gallons. If you see water usage (gallons, not the \$ charges) that is higher than 4000 gallons, that is a cue to investigate for leaks and to consider your behaviors. High water usage can cause small or large increases to your water charges in the month of usage. High water usage in the meter read periods ending in November through March will elevate your winter water usage average which is what your monthly wastewater quantity billed is reset to each April. Let us know if you have concerns right away.

In the same vein, make sure to end your summer irrigation by 15 October. This will prevent irrigation from elevating the water usage in the November meter read period which begins around 22 October each year.

Garbage service is provided by Clear Creek Disposal. If you have questions about your garbage service or wish to make a change to it, please reach out to Clear Creek at 208-726-9600.