



TO: Waukeee Resident
FROM: Waukeee Public Works Department
RE: Natural Gas Customer Survey

In accordance with the U.S. Department of Transportation and Hazardous Materials Safety Administration and the City of Waukeee's ongoing efforts to provide safe and reliable natural gas service, we are required to conduct a telephone survey of any property owner who has a natural gas pipeline on or near a property located in the City of Waukeee.

A third party company by the name of Gatesman+Dave will be contacting property owners on behalf of the City of Waukeee for the survey beginning the week of November 14, 2016. If you have caller ID, it will show the incoming call as the City of Waukeee and a phone number of 515-978-7920.

It will take approximately three to four minutes to answer all of the survey questions. Although phone surveys are not desirable, it is the most cost-effective way for the City to comply with federal regulations regarding customer awareness. Please take some time to answer the survey questions, as the results of your answers will help determine if changes are needed in educating the public on natural gas safety. Your safety is our key focus!

We thank you in advance for your participation and greatly appreciate your cooperation. If you have any questions regarding the survey, please feel free to contact the Public Works Department at 515-978-7920.

Sincerely,

A handwritten signature in black ink that reads "Tim Royer". The signature is fluid and cursive, with the first name "Tim" and last name "Royer" clearly legible.

Tim L. Royer
Assistant Public Works Director



230 W. Hickman Road, Waukeee, IA 50263 • 515-978-5502

Utility Auto Payment Request

Name: _____

Today's Date: _____

Utility Account Number: _____

Phone: _____

Address: _____

Type of Account: Checking or Savings

Please Complete the Following Information: Bank Name: _____

Routing #: _____ Bank Account # _____

(first set of numbers for personal checks on bottom of check, second set of numbers for personal checks)

Please **START** my Auto Payment - Effective Date*: _____

**May not start for up to 6 weeks due to billing cycle dates.*

Please attach a Voided Check to begin your Auto pay Check attached?

If you do not have a check you must provide verification from your bank of the routing and account #.

Please **STOP** my Auto Payment - Effective Date: _____

- Bills are processed and mailed on the last day of the month.
- Automatic payments will be presented to your bank on the 20th of each month, or the Friday prior if the 20th falls on a weekend. ****Should you need to make any changes - we must be notified no later than the 14th of the month.****
- If a draft or automatic bank debit is not honored by the financial institution for any reason when presented the first time, the utility account shall immediately be deemed unpaid and delinquent, as if the customer had attempted no payment at all. Customer shall be notified by ordinary mail that the account is in default by the amount of the dishonored draft or automatic bank debit. Utility services will be disconnected as of the date specified in the notice. Disconnection date shall be no later than the disconnection date would have been if the customer had attempted no payment at all. The notice shall also state the fees that will be due for reconnection of service. After such notice, only payment in cash, certified check or money order for the delinquent amount shall be accepted. To prevent disconnection, such payment shall be delivered to the utility office during normal business hours but not later than 12 p.m. on the scheduled disconnect date.
- The City reserves the right to pursue all other collection remedies available under law, and to discontinue automatic payments at any time.

I hereby authorize the automatic payment of my utility billing on the 20th of each month.

Customer Signature _____

Date _____

For office use only: Completed by: _____ Start ACH Date: _____ Completed by: _____ End ACH Date: _____