

CASCADE MUNICIPAL UTILITIES

320 1st Ave W; PO Box 400
Cascade, IA 52033 (563) 852-3614

APPLICATION FOR RESIDENTIAL SERVICE

The applicants (responsible for payment of utility charges) hereby request Cascade Municipal Utilities to supply utility service as indicated below.

Date Service Requested: _____

Primary Applicant: _____ Co-Applicant: _____

Social Security #: _____ Social Security #: _____

Date of Birth: _____ Date of Birth: _____

Driver's License Number: _____ Driver's License Number: _____

Primary Phone Number: _____ Phone Number: _____

Cell Phone Number: _____

Email Address: _____

Address at Which Service is requested: _____

Own Rent Property Owner: _____

Mailing Address if Different from Service address: _____

Applicant's Employer: _____ Work Phone Number: _____

Co-Applicant's Employer: _____ Work Phone Number: _____

Is applicant(s) a prior customer? Y or N If yes under what name/when? _____

Any & all services provided shall be subject to the regulations, policies, rates & charges of the City of Cascade and Cascade Municipal Utilities. Utility services and credit provided by the City of Cascade & Cascade Municipal Utilities are conditional upon the accuracy of the information provided on this application. A twenty-four (24) hour notice from the customer is required for a discontinuance of service. Payment of utility charges through discontinuance is the customer's responsibility. Failure to pay a bill may result in the discontinuance of utility service. Written notice will be given at least 12 calendar days prior to discontinuance of service, together with a copy of "Customer Rights and Responsibilities". A level payment plan, which enables you to pay an equal amount each month, is available. By signing this application for utility service, the applicant(s) agrees to pay all costs of collection of unpaid bills. The City of Cascade & Cascade Municipal Utilities has the right to collect any sum due and owed by the applicant through the Iowa Income Offset program. If this is a joint application each person will be held responsible for the entire bill.

Date _____ Applicant(s): _____

OFFICE USE ONLY:

Electric Deposit _____ Refunded _____

Gas Deposit _____ Refunded _____

Water Deposit _____ Refunded _____

Total Deposit: _____

Account Number: _____



CASCADE MUNICIPAL UTILITIES

PIPELINE SAFETY REGULATIONS:

THE FEDERAL OFFICE OF PIPELINE SAFETY, PART OF THE DEPARTMENT OF TRANSPORTATION, HAS ENACTED NEW REGULATIONS CONCERNING CUSTOMER OWNED SERVICE LINES. YOU MAY NOT BE AWARE OF IT, BUT THERE MAY BE BURIED NATURAL GAS PIPELINE ON YOUR PROPERTY THAT THE CASCADE MUNICIPAL UTILITIES DOES NOT OWN OR MAINTAIN. THIS PIPE IS REFERRED TO AS CUSTOMER - OWNED BURIED PIPE. CASCADE MUNICIPAL UTILITIES BRINGS GAS TO YOUR PROPERTY THROUGH A PIPELINE THAT IS CONNECTED TO YOUR GAS METER. AFTER THE GAS REACHES YOUR METER, THERE ARE A VARIETY OF PIPES THAT ARE CONNECTED TO THE GAS APPLIANCES ON YOUR PROPERTY. IT IS THIS PIPE THAT RUNS BETWEEN YOUR GAS METER AND YOUR APPLIANCES THAT IS OWNED AND SHOULD BE MAINTAINED BY YOU. SOME EXAMPLES OF THIS KIND OF PIPE ARE THE PIPE CONNECTING YOUR METER AND YOUR FURNACE, WATER HEATER OR EVEN UNDERGROUND PIPE THAT RUNS TO A NATURAL GAS GRILL OR TO A GARAGE.

- (1) CASCADE MUNICIPAL UTILITIES DOES NOT MAINTAIN CUSTOMER - OWNED BURIED PIPE.
- (2) IF THE CUSTOMER'S BURIED PIPE IS NOT MAINTAINED, IT MAY BE SUBJECTED TO THE POTENTIAL HAZARD OF CORROSION (RUSTING OF METALLIC PIPING) AND LEAKING.
- (3) BURIED PIPE SHOULD BE PERIODICALLY INSPECTED FOR LEAKS, AND BURIED METALLIC PIPING SHOULD BE PERIODICALLY INSPECTED FOR CORROSION. IF ANY UNSAFE CONDITION IS FOUND, THE PIPE SHOULD BE REPAIRED.
- (4) BEFORE DIGGING AROUND ANY BURIED GAS LINE, YOU SHOULD LOCATE THE GAS LINE IN ADVANCE AND USE ONLY HAND TOOLS TO UNCOVER THE LINE. **PLEASE CALL 811 TO PLACE A LOCATE REQUEST WITH IOWA ONE CALL.**
- (5) IF YOU NEED ASSISTANCE IN LOCATING, INSPECTING OR REPAIRING YOUR LINE, YOU SHOULD CONTACT CASCADE MUNICIPAL UTILITIES OR YOUR PLUMBING AND HEATING DEALER FOR A COST ESTIMATE.
- (6) IF YOU HAVE ANY QUESTIONS PLEASE CONTACT US AT: **852-3614**

Customer Notification of Excess Flow Valve (EFV) Installation

You may request that Cascade Municipal Utilities install an excess flow valve (EFV) on the gas line to your property. EFVs are mechanical shut-off devices that a utility can install in the gas pipe running from the gas main to the gas meter at your property (the “service line”). An EFV is designed to stop the gas flow if the service line is broken, for example, by an excavation accident. Stopping the gas flow from a broken service line significantly reduces the risk of natural gas fire, explosion, personal injury and/or property damage.

Note: New residential services installed after 2007 have excess flow valves.

If you notify us that you want an EFV, we will contact you to set up a mutually agreeable date when we will install an EFV on your service line. Customer pays actual cost of installing the EFV as described below:

- Installation Cost: The average installation cost is typically \$500, but the actual installation cost will depend on the difficulty of installation. We will inform you of the actual cost before you make the final decision that you want an EFV.
- Replacement Cost: If the EFV on your service line must be replaced, you will be billed for the cost of replacing the EFV. Replacing an EFV can cost from \$200 - \$500, but the actual replacement cost will depend on the difficulty of replacement.

Potential advantages & disadvantages of Excess Flow Valves (EFVs):

- An EFV is designed to shut off the gas flow if the service line is severed between the gas main and the meter set.
- An EFV is NOT designed to close if a leak occurs beyond the gas meter on house piping or appliances. An EFV also may not close if the leak on the service line is small.
- Possibility of EFV activation (closure) if the customer adds load.
- If you add, for example, more gas appliances, a pool heater, emergency generator, etc., the additional gas flow may cause the EFV to close.

IMPORTANT NOTE: EFVs cannot be installed on some service lines due to high gas flow, low pressure or other factors. If you request an EFV but your service line cannot accommodate an EFV, the Cascade Municipal Utilities will inform you.