

256-593-6486

Day or Night

Sardis City Water Board

SERVICE AGREEMENT

OFFICE HOURS: MON-FRI

7:30-11:30a.m./12:30-4:30 p.m.

*****We do not accept credit/debit cards in the office or by phone, but do accept credit/debit cards on our website, www.scwb.org**

The State of Alabama Health Department requires a PHYSICAL DISCONNECTION between any public water supply and private system, such as a well. **All customers are required to install a CUT-OFF DEVICE on the customer's side of the meter, for the customer's personal use.** The Water Board shall purchase and install a cut-off valve and a water meter, in each service, provided use of water is immediately desired. Such cut-off valve shall be installed either off the Water User's premises, or upon the Water User's property, within three (3) feet of the property line. The Water Board shall have exclusive right to use cut-off valve and water meter and to turn it on and off. The Water Board cannot be held responsible for damage to water heater elements or any damage to home, structure, or property.

The Water User's service line shall connect with the distribution system of the Water Board at the place designated by the Water Board, provided the Water Board has determined in advance that the Sardis City Water System is of sufficient capacity to permit delivery of water to that point. The Water Board shall make the final determination in any question of location of any service line connection to its distribution system and shall determine the allocation of water to Water User in the event of a water shortage. In accordance with the published rate ordinance, only one residence and /or business may be served from one water meter.

The Water Board must have access to meter box (not fenced in or blocked off) and it must be kept visible at all times. In the event that the Water Board is forced to take action to ensure access to the meter box, the Water User will be charged for materials used and labor.

BILLING INFORMATION

Meters are read around the 15th of each month and are billed monthly, stating the water usage, amount due and the delinquent date. Bills are mailed out by the 1st of each month and are considered delinquent after the 10th. The Water Board cannot be responsible for the mistakes or delays of the postal system. Failure to receive a bill will not relieve the customer of payment obligations. There is a minimum monthly charge regardless of usage. We offer free automatic bank draft for water bill payments, drafting on the 7th each month. There is a night drop to the right of the front entrance to the building for after hour payments. Please write your name on the envelope, and the amount enclosed if paying cash.

NON-PAYMENT RULES AND REGULATIONS

The Water User shall pay for such water at such rates, time, and place as shall be determined by the Water Board. The failure of any Water User to pay water charges duly imposed shall result in the automatic imposition of the following penalties:

- Non-payment within ten (10) days from due date will be subject to a penalty of ten percent (10%) of the water portion of the delinquent account.
- A five dollar (\$5.00) additional late fee will be charged after the 20th of each month if balance has not been paid in full.
- Non-payment within thirty (30) days from the due date will result in the water being cut off from the Water User's property. A reconnection fee of \$_____ and the past due amount of the bill must be paid for service to be restored. **Only cash or money order will be accepted for reconnection of services.**
- Tampering with your water service or any non-payment lock-out device, including, but not limited to locks or plastic straps, will result in a fine and can be subject to prosecution.
- Checks or bank drafts returned unpaid will be regarded as unpaid charges and may result in disconnection of service. The customer will be charged the maximum service charge allowed by the State of Alabama for each return of a check or draft.

SERVICE CHARGES

- New installations are \$_____ except on Alabama State Highways; these will be the entire cost of installation. This amount is not a deposit and cannot be refunded at any time. The meter box, meter, etc., does not belong to the customer but remains the property of the Sardis City Water Department. Any damage inflicted to the meter, meter box, or connecting lines from the main to the meter box will be billed to the customer. A perc test is required before installation. If within the city limits, a building permit is required.
- Service Availability Fees are \$_____. This is a **non-refundable** fee charged for connection to service. It is not a deposit and will not apply to any final billing and is not transferable to any other name or location. Customer will be required to prove ownership of the property. Renters are required to provide a signed rental agreement from the homeowner.
- Customers that have previously left water system and owe an unpaid balance will pay double the service availability fee plus 10% A.P.R. on unpaid balance.
- Our service personnel will be happy to answer any customer's calls and complaints and assist them with questions pertaining to water service. However, in the event the problem is found to be the customer's responsibility, they will be billed \$_____ for a service call.

Any or all of the above prices and fees are subject to change without notice. Customer is responsible for all water used until the customer notifies the Water Department that water service is no longer needed.

I understand that I will be responsible for any charges incurred through my water service. I have read and understand the conditions of this service agreement and the rules and regulations of this utility authority. I am of legal age and am authorized to execute this agreement.

X _____
Customer's Signature Date

(Section Below for Office Use Only)

Printed name of customer _____ meter serial # _____

Service address _____ previous occupant or acct.# _____

Route _____ ReadSeq _____ Reading _____