

HARTSVILLE/TROUSDALE WATER AND SEWER DEPARTMENT

-- CUSTOMER CONTRACT --

CUSTOMER ACCOUNT# _____

Full Legal Name(s) _____

Street/911 Address
(for service) _____

*If service is in the Urban Services District,
Customer will need to set up an account with Public Works/Sanitation for trash services*

Public Works Dept: _____ **Scheduled day for pick up** _____ **PW Initials** _____

Billing Address
(if different than above) _____

Driver License No _____

Email Address _____

Phone _____ Alt Phone _____

Applicant is Owner Renter Other: (specify) _____

Utility Service Requested _____ Water _____ Sewer _____ Garbage _____

Customer Type: _____

Is there any person at the service address on dialysis or a life support system? _____ Yes _____ No
If yes, please provide the Utility written verification from a medical doctor that a person is on dialysis or a life support system so the account can be identified as an account not subject to the Utility regular discontinuance of service rule.

Enroll in ServLine Protection Programs

	Residential	Commercial		Initial Selected Lines
		Single	Multiple	
Water Leak Protection	<input type="checkbox"/> \$2.57	<input type="checkbox"/> \$ 2.57	<input type="checkbox"/> \$ 5.14	_____
Water Line Protection	<input type="checkbox"/> \$5.00	<input type="checkbox"/> \$13.50	<input type="checkbox"/> \$27.00	_____
Sewer Leak Protection	<input type="checkbox"/> \$2.35	<input type="checkbox"/> \$ 6.50	<input type="checkbox"/> \$13.00	_____
Sewer Line Protection	<input type="checkbox"/> \$6.50	<input type="checkbox"/> \$13.50	<input type="checkbox"/> \$27.00	_____
Other: (specify)	_____			_____

The meters will be read between the 28th and the 1st of each month. Bills will be mailed to customers by the 1st of each month. Bills can be paid without penalty until the 10th of each month.

After the 10th, a 10% penalty will be added to the bill.

Accounts not paid by the 20th of each month will be subject to be late fee of **\$45.00** and will be disconnected for non-payment.

Failure to receive a bill does not release the customer from obligation to pay

_____ Initial that you have read the above statements.

HARTSVILLE/TROUSDALE WATER AND SEWER DEPARTMENT

-- CUSTOMER CONTRACT --

In consideration of the payment by the customer of the fees and charges of the Hartsville Trousdale Water and Sewer Department (the Utility) and compliance with the Utility's Rules and Regulations for service, the Utility agrees to furnish water and/or sewer service to the service address in this Application in accordance with the following terms and conditions.

1. The customer agrees to abide by the Utility's Rules and Regulations governing water and sewer service which Rules and Regulations are incorporated in this Application and Contract for Service. The Utility's Rules and Regulations may be amended from time to time, and all amendments shall become a part of this Application and Contract for Service at the time of their adoption.
2. The customer agrees to pay the Utility for service at the rates set forth in the Utility's Schedule of Fees and Charges and to pay all other applicable fees and charges in the Utility's Rules and Regulations.
3. Utility bills must be paid in accordance with the Utility's Rules and Regulations. Failure to receive a bill will not release a customer from his or her payment obligation and does not extend the due date for the customer's monthly utility bill. Utility bills are payable by mail to the address shown on the bill, in person at the Utility's business office or by automatic bank draft.
4. The customer agrees to install and maintain at customer's expense all water service lines past the Utility meter on his or her property in accordance with the Utility's Rules and Regulations. The customer agrees to install and maintain at customer's expense all sewer lines past the Utility cleanout installed at or near the customer's property on his or her property line in accordance with the Utility's Rules and Regulations.
5. The customer agrees that the Utility shall not be liable for damages resulting from a failure to supply a sufficient quantity of water or a failure to supply water of any particular quality. The Utility makes no representation that its water supply will be sufficient for protection against fire damages to the customer's premises, and the customer agrees that the Utility shall not be liable for any damages to the customer's premises resulting from a lack of water for protection.
6. The customer agrees that the Utility shall not be liable for damages resulting from high pressure, low pressure, or fluctuations in pressure in the Utility's water distribution system.
7. The customer agrees that the Utility shall not be liable for damages caused by any deficiency or failure of the collection of sewer received from the customer, by the blockage, breaking or overloading of the collection of sewer from the customer, for any deficiency in any Utility's sewer lateral or the customer's building sewer, or for any other interruption of sewer service caused by breaking of machinery, stopping for repairs or for any reason or occurrence beyond the reasonable control of the Utility.
8. After the termination of utility service, the customer will pay all charges and costs under the Utility's Rules and Regulations, including water and/or sewer charges, the cost of repair of the Utility's meter or facilities, late penalties, any other applicable fees and charges, and interest on the foregoing at the maximum legal rate. In addition, the customer will pay the Utility's costs of collecting such amounts, including charges from a debt collection agency and/or reasonable attorney's fees, litigation expenses, and court costs.
9. Customer recognizes that the Hartsville/Trousdale Utility District ServLine Program is designed to protect the customer's finances in the event of a high-water bill caused by water leaks or line breakage occurring on the customer's property and that the Leak Protection Program is the only method to receive an adjustment for any excess water charges caused by the failure of the customer's plumbing system.

Customer Signature

Date

For Office Use Only:

Date Application Received _____

Amount Received _____

Received By: _____

Paid By: Cash / Check / Credit Card / Debit Card

CROSS CONNECTION SURVEY

Date

HARTSVILLE/TROUSDALE WATER AND SEWER DEPARTMENT

-- CROSS CONNECTION SURVEY --

Customer Name: _____

Customer Address: _____

Home Phone: _____

Cell Phone: _____

Which best describes your facility: Commercial | Residential | Multi-Family | Medical | Farm
 Other: _____

If Commercial or Medical, what is your specific business? _____

OWN RENT Customer Own or Rent?

YES NO Do you have an irrigation system?

YES NO Do you have a swimming pool?

YES NO Do you have an in-house fire sprinkler protection system?

YES NO Do you have an auxiliary water supply? (Well, Spring, Pond, Lake Creek, River, Etc.)
If Yes, specify source:

YES NO Do you have livestock and use a water trough?

YES NO Do you have a booster pump, well pump or any other type of water pump?
If YES, Please List:

YES NO Do you have any other water-using equipment on your property not mentioned above?
If YES, Please list:

YES NO Do you have a backflow preventer device?

If YES, what is it protecting from?

Choose one of following:

Auxiliary water system | Irrigation | Main Water line protection

Other: _____

By my signature below, the information provided in this survey is accurate to the best of my knowledge.

Signature Date

Print Name