



APPLICATION FOR WATER & SANITATION SERVICE

****ALL APPLICANTS MUST PROVIDE A VALID STATE ID COPY WITH THIS APPLICATION FOR FILE****

SANITATION SERVICES ARE PROVIDED EVERY TUESDAY

When paying by Check – Please make out to City of Hiram

Complete **ALL Highlighted Areas** – Please Print

Required deposit on account is based on service type per location: Water only \$75.00 / Adding Sewer \$50.00
New Customers Water & Sewer \$100.00 / Water, Sewer & Sanitation \$150.00 / Water & Sanitation \$100.00

PROPERTY LOCATION / INFORMATION:

Service Address: _____

City: _____ State: _____ Zip Code: _____ Subdivision/Apt#: _____

APPLICANTS INFORMATION:

Primary Applicant's Name: _____ Date of Birth: _____

Social Security/Tax ID#: _____ Driver's License #: _____ Issued State: _____

Email Address: _____ Enroll in Paperless Billing: YES /NO _____

Home Phone: _____ Cell: _____ Work: _____

If Mailing Address is Different from Service Address:

Mailing Address: _____

City: _____ State: _____ Zip Code: _____ Subdivision/Apt#: _____

RENTAL PROPERTY ONLY:

Rental Landlord Name: _____ Copy of Lease Attached: YES / NO

Landlord Phone #: _____ Landlord Email: _____

EMERGENCY CONTACT:

Name: _____ Phone: _____ Relationship: _____

OFFICE USE ONLY						
ACCOUNT NUMBER	WATER SERVICE START	SANITATION SERVICE START	WI REFERENCE NUMBER	TYPE OF SERVICE Regular / 65+ / 70+ Curbside / MQ Backdoor	QUARTERLY RATE	COH REP INITIALS
Meter Reading: _____ Date Read: _____ Deposit \$ _____ + Application \$25.00 + Current Quarter Sanitation \$ _____ + Next Quarter (if billing has been done) \$ _____ TOTAL AMOUNT DUE: \$ _____ CASH / CARD / CHECK NO _____ ENTERED ON: _____ BY: _____						

WATER/SEWER SERVICE CONTRACT

This Contract entered into this _____ (Date) by and between _____ (Name) hereinafter referred to as "Customer" and the City of Hiram Water/Sewer System herein referred to as "System". Now therefore, in consideration of the deposit paid by the "Customer" to the "System", the "System" agrees to provide water to a water meter, and where available, sewer service, on or near the "customer's" property at the road right-of-way nearest to the existing water or sewer main. The "Customer" agrees to place in trust with the "System" a deposit in the amount of \$ _____. Should the water service be disconnected either by act of the "System" or by request of the "Customer", the "Customer" agrees to allow the "System" to use any portion of the deposit to pay any and all outstanding water or sewer bills and refund the unused portion to "Customer". Should the Security deposit is less than the outstanding bills, the "Customer" agree to promptly pay the unpaid balance to the "System". In addition, "Customer" shall pay to the "System" a **non-refundable** application fee and a Sewer line maintenance fee at the established rate given by Paulding County at the time of the application. If the "Customer" is renting or leasing the property, they must provide a signed rental/lease agreement before service can be set up and their name must appear on the rental/lease agreement. If a previous unpaid balance is found for the "Customer" applying for service or anyone else on his or her rental/lease agreement, it must also be paid before the "System" can establish a new account.

Further, the parties agree as follows:

- 1) The "Customer" shall pay to the "System" a monthly sum of not less than the minimum bill, as may be established from time to time by the "System". Per month, beginning with the first month after meter has been activated (meters activated on or before 5 days from the reading date shall be billed for the current month).
- 2) The "System" shall furnish water and where available, sewer service to the "Customer" at the current monthly water or sewer rate as may be established by the "System" or Paulding County from time to time.
- 3) The meter so installed shall be read once a month by the "System" and the "System" shall bill the "Customer" once a month.
- 4) The "Customer" agrees to pay promptly the water and/or sewer bill by the 15th of the month following the bill date and further understands that, if the bill is not paid by the 15th of said month, water service will be disconnected, the meter locked, and the "Customer" will be required to pay a service charge to have the water service reinstated. The "Customer" understands that failure to receive the bill does not relieve the obligation to make payment.
- 5) The "Customer" agrees to install such valves or other connections as may be deemed necessary by the "System", to prevent back flow or back siphonage from any source of non-potable water into the "System" water mains. Further, the "Customer" agrees to comply with any law or regulations as may exist or may from time to time be promulgated by any Government Agency including, without limitation, the Paulding County sewer ordinance. Non-compliance by "Customer" will result in water service being disconnected.
- 6) The "System" shall not be held responsible for failure to provide water or sewer service or any resulting loss there from to the "Customer" due to war, civil disturbance, accident, act of God, or for any other reason beyond the control of the "System". The "System" in the event of any of the previously mentioned occurrences will attempt to restore service to the "Customer" as soon as possible.
- 7) The ownership of the water meter and connection shall continue to remain in the "System" and the "System" shall have the right to remove them from the property upon breach of this contract by the "Customer".
- 8) The "Customer" does hereby grant unto the "System" the right to come upon the premises for the purpose of installing, repairing, and maintaining the water meter or sewer service line and reading the meter attached thereto.
- 9) The "System" requires one (1) water meter per residence or business.
- 10) The "System" bills for sewer service on behalf of Paulding County. Payment of these services, to include, sewer tap fee, line maintenance fee, and monthly sewer billing, are subject to the same terms and penalties as established for water service. Paulding County reserves the right to pursue any outstanding financial obligations for services provided to "Customer" that remains unpaid beyond the due date for services provided.
- 11) The "Customer" agrees that he/she has received a policy statement and further the "Customer" has read and agrees to comply with the terms of the policy statement.
- 12) The "Customer" understands that tampering with a locked meter will result in tampering fees and possible prosecution.
- 13) "Customers" that have sewer will incur a \$3.95 monthly administrative fee that will be added to the bill.
- 14) The "Customer" acknowledges and understands that the "System" is responsible for that portion of the service line from the water main to the water meter. The "Customer" further acknowledges and understands that the portion of the service line from the water meter to the house/structure is the sole responsibility of the "Customer", and "Customer" assumes all responsibility for the water damage on or to the property (inclusive of the inside of the dwelling) once service commences.

Customer's Signature

Date

City of Hiram Representative

SANITATION SERVICE: Sanitation is billed quarterly. Pickup dates are Tuesdays and Recycle is every other Tuesday.

Please select service type, by putting a check mark in the blank space:

Curbside Service: _____ \$40.50 /qtr. (\$13.50/month)

*Backyard for Curbside Rate (Medical): _____ \$40.50 /qtr. (\$13.50/month)

*Must be Medically Qualified to receive service at this rate. Medical documentation for the account holder from physician must be attached.

AGE QUALIFIED DISCOUNT:

65 – 69 Years of Age/ Curbside: _____ \$33.00 /qtr. (\$11.00 / month)

*Backyard for Curbside Rate (Medical) _____ \$33.00 /qtr. (\$11.00 / month)

*Must be Medically Qualified to receive service at this rate. Medical documentation for the account holder from physician must be attached

70+ Years of Age / Curbside: _____ \$27.00 / qtr. (\$9.00 / month)

*Backyard for Curbside Rate (Medical): _____ \$27.00 / qtr. (\$9.00 / month)

*Must be Medically Qualified to receive service at this rate. Medical documentation for the account holder from physician must be attached

ADDITIONAL CAN: _____ \$33.00/qtr. (\$11.00/month)

This Contract establishes an agreement by and between resident/landlords, hereinafter referred to as "Customer" and the City of Hiram Utility Billing System hereinafter referred to as "System". The System agrees to provide contracted water/sewer/sanitation services to the residents of the City of Hiram.

DEPOSIT INFORMATION:

New Utility Customers agrees to place in trust with the system a water/sewer/sanitation only deposit in the amount as specified for the type of service as required for the address submitted.

Customer Initials _____

REQUEST FOR SERVICE TERMINATION OR TRANSFER:

Customer disconnection or service termination requests must be made in writing at the City Hall office either in person, via email or in the payment drop box. **Verbal disconnection requests will not be accepted.** When service is disconnected either by act of the system or at the request of the customer, the customer agrees to allow the system to use any portion of the deposit to pay final bills. The City of Hiram will issue a refund of the unused portion to the customer in the form of a check within 25 days from the final billing. **Should the security deposit be less than the account balance due, the customer agrees upon receipt of the final bill to promptly pay prior to the due date.**

Customer Initials _____

RETURNED CHECK POLICY:

Any checks that are returned will incur a Returned Check Fee. Cost incurred for all legal and other fees required to assist with the collection will be added to the debt and will be the responsibility of the customer.

Customer Initials: _____

PAYMENTS:

1.) The customer shall pay to the system a sum of not less than the billed amount for services provided to the service address. Water/Sewer usage will be billed monthly by the 25th. Sanitation charges are added as a quarterly sum and will be billed prior to the start of the quarter. Quarterly billing cycles will be done during the months of November (Jan/Feb/March service dates), February (April/May/June service dates), May (July/Aug/Sept service dates), and August (Oct/Nov/Dec service dates). ALL payments are due by the 15th of the following month.

Customer Initials: _____

2.) The customer agrees to pay promptly the amount billed by the 15th day of the month due and further understands, that if the bill is not paid by the 15th, there will be a late penalty assessed against the bill on the 16th day of the month, in the amount as may be established by the system from time to time and added to the gross billing.

Customer Initials: _____

3.) The customer understands that if a bill is not paid by the 5th day following a due date it is subject to suspension or termination of service. All accounts that are suspended will be charged a Service Fee of \$25.00. Prior to re-establishment of service, the balance must be paid in full to include all additional fees that have been charged.

Customer Initials: _____

4.) Accounts that have been suspended for non-payment more than once in a calendar year will be charged an additional deposit based on the deposit amount for services at the service address for each occurrence.

Customer Initials: _____

5.) The customer understands that cans are to be placed for curbside service the night before and will not be responsible for missed pickups due to cans not being at correct location after 7:00am on the day of service.

Customer Initials: _____

6.) THE CUSTOMER UNDERSTANDS THAT FAILURE TO RECEIVE THE BILL DOES NOT RELIEVE THE OBLIGATION TO MAKE PAYMENT AND ALL FEES ASSOCIATED FOR NON-PAYMENT WILL BE THE RESPONSIBILITY OF THE ACCOUNT HOLDER.

Customer Initials: _____

7.) The System may use any means necessary to collect a debt including but not limited to placing a lien against the real property for which said fee was charged and the owners or owners thereof.

Customer Initials: _____

8.) Sanitation services are provided for items within the can to be serviced. Additional bagged trash or yard debris that is outside of the can will not be serviced. All items must be bagged and placed inside of can to be serviced. Placement of cans must not be next to an object that will not allow the arm of the truck to reach and lift sanitation can.

Customer Initials: _____