

**CUSTOMER SERVICE AGREEMENT**



**Account Number:** \_\_\_\_\_

**Customer Information:**

**Name:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Billing Information:**

**Billing Address:** \_\_\_\_\_

\_\_\_\_\_

**Payment Preference:**     Check    ACH (Autopay)    Credit Card

**Service Information (for office use only):**

**Customer Type:**     Residential    Commercial    Other: \_\_\_\_\_

**Service Type:**     Sewer    Irrigation   Meter Size: \_\_\_\_\_

**Service Start Date:**    \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Service Agreement:**

1. The service connection(s) are for the sole use of the Customer to receive services to one dwelling, business, or property. The Customer shall not engage in unauthorized use, such as sharing, reselling, or sub-metering services without the written authorization of the Utility. The Customer shall not allow any cross-connection or extend their service line without prior consent from the Utility.
2. The Customer agrees that the meter box and its contents, and the pipe leading from the mainline to the meter box, are sole property of the Utility. The Customer will refrain from tampering with the Utility’s facilities. The Customer is fully responsible for the customer service line and shall promptly repair all breaks and leaks. The customer service line begins on the customer’s side of the meter or utility-owned shut-off valve. The Utility shall not be responsible for any damage or poor service due to inadequacy of the customer service line or any portion of the customer’s plumbing. The Customer is responsible for the installation of a back-flow device if required. The Customer agrees to maintain the area around the meter box, keeping it free of all obstructions. The Customer shall provide Utility access to maintain, operate, inspect, or replace any existing Utility facilities, and to read meters.
3. The Customer agrees to pay for service(s) based on the rates per the Rate Schedule. The Utility may assess late-payment charges against any account that has an unpaid balance when the next bill is being prepared. The Utility may take collections actions on delinquent accounts and may disconnect water service by giving proper notice. The Utility may modify service rates annual and, if applicable, in compliance with State rules.
4. The Customer agrees that by failure to comply with the terms and conditions stated herein, the Utility, at its option, may suspend, terminate, or take corrective measures as needed. Any expenses associated with the enforcement of this agreement shall be billed to the Customer. The Utility will hold the Customer liable for all charges for service(s), and any other fees applicable, to the address where services are provided. Until paid, any fees and charges unpaid by the Customer shall constitute a lien on and against the property served. This lien is perpetual and runs with the land. It is not lost upon transfer of the property to a new owner.
5. The Customer is obligated to notify the Utility if they plan to move, start or stop service, or if property ownership changes.
6. The Customer, by signing, or by receiving service(s), agrees to this Service Agreement.

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_