

Account Number: _____ (for office use only)

Customer Information:

Name: _____
Service Address: _____

Phone: _____
Email: _____
Ownership: ☐ Owner ☐ Renter

Billing Information:

Billing Address: _____

Statement Preference: ☐ Paper ☐ Email ☐ Both

Service Information:

Customer Type: ☐ Residential ☐ Commercial ☐ Industrial ☐ Institutional
☐ Other _____

Service Agreement:

1. The wastewater connection is for the sole use of the Customer to receive wastewater service to one dwelling, business, or property. The Customer shall not engage in unauthorized use without the written authorization of the Utility. The Customer shall not allow any cross-connection or to extend their service line without prior consent from the Utility.
2. 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 customer's property, 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, if present, 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. If there is a grease interceptor on-site, customer is responsible for its maintenance and periodic cleaning. This should take place every 3 to 6 months, depending on interceptor's size and volume of FOG input. Customer shall share service records and allow AWRC to access and inspect the grease interceptor, upon request.
4. Customers will be billed a FOG (fats, oils, and grease) fee per the current year's rate schedule if use is understood to introduce exceptional levels of fats, oils, and grease into the collection system. This fee typically applies to restaurants.
5. The Customer agrees to pay for wastewater service based on the rates per the Annual Rate Schedule. The Utility may assess late-payment charges against any account that has an unpaid balance when the next bill is prepared. Utility may take collections actions on delinquent accounts and may disconnect water service by giving proper notice. The Utility may modify service rates, in compliance with State rules.
6. The Customer agrees that by failure to comply with the terms and conditions stated herein, that 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 property owner liable for all charges for water service, 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.
7. The Customer is obligated to notify the Utility if they plan to move, start or stop service, or if property ownership changes.
8. The Customer, by signing, or by receiving services, consents to this Service Agreement.

Name: _____ **Date:** _____