

CUSTOMER SERVICE AGREEMENT

Move in date: _____

Customer Information:

Name: _____

Service Address: _____

Phone: _____

Email: _____

Ownership: ☐ Owner ☐ Renter

Billing Information:

Billing Address: _____

Statement Preference: ☐ Paper ☐ Electronic ☐ Both

Service Information:

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

Service Agreement:

1. The water service connection is for the sole use of the **Customer** to provide water to one dwelling, business, or property. The **Customer** shall not engage in unauthorized use, such as sharing, reselling, or sub-metering water service to any other persons, 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** 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 water service and usage 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 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, in compliance with State rules.
4. 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.
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, agrees to this Service Agreement.

Name: _____

Date: _____