

BLUE RIDGE WATER & SEWER RESIDENTIAL WORK ORDER

Picture ID is required to obtain service!

ACT # _____

Date: _____

SSN # _____

Primary Name on Act: _____

DOB ____ / ____ / ____

Joint Act holder: _____

SSN # _____

Billing Address: _____

DOB ____ / ____ / ____

Service Address: _____

City: _____

State: _____ Zip: _____

Email _____

Phone: () _____ - _____

Cellphone () _____ - _____

Employer's name/ phone # _____

Additional contact for your account please provide name and phone number _____

The customer is responsible for the line beyond the meter and the interior plumbing being in proper working order and turned off when requesting new service. The customer assumes liability for any damage to the premises and or property. The customer will indemnify and hold harmless the City of Blue Ridge and its representatives for any damages due to the turning on of services at the water meter. Additional trips to the property will result in additional fees. **I certify that this property is not and will not be used for short term rental without notifying Blue Ridge Water 30 days in advance. Failure to comply will result in a \$500 fine along with restitution.**

Customer's Signature _____

Date to be completed: _____

"The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in the program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname."

White, not of Hispanic origin Hispanic Black, not of Hispanic origin

Asian or Pacific Islander American Indian or Alaskan native

"This is an Equal Opportunity Program. Discrimination is prohibited by Federal Law. Complaints of discrimination may be filed with the Secretary of Agriculture, Washington, D. C. 20250"

Blue Ridge Water Customer Agreement

- 1) Office hours are Monday – Friday 8:00 -5:00. Phone # 706-632-2091
Visit our website www.cityofblueridgega.gov for information or to pay your bill online. Utility bills may also be paid at United Community Bank or C & S Bank in Blue Ridge. We have a night drop box located in our drive thru area for after-hours payments. After hours emergency service is 706-455-0768.
- 2) There is a minimum monthly fee regardless of usage or days of service. Bills will be mailed prior to the 1st day of each month so that you receive them on or before the 1st . The bill will be past due after the 15th of every month, at which time a late fee will be automatically added to the account. The bill must be paid by the end of the month it is due to avoid disconnection.
- 3) Do not landscape or cover the meter box.
- 4) Disconnection starts the first business day of every month for the bill still outstanding from the month before. Once the disconnect list is created you will be charged a \$25 administrative fee for being on the list. Once you are disconnected you will then be charged a \$50.00 fee. If you have been disconnected you must pay your bill plus the associated fees in order to be turned back on. You will only be turned on **after** the meter reader finishes his disconnects for that day. If you are not in the office to pay before 4:00, you cannot get reconnected that day without paying the after-hours service fee of \$50.00.
- 5) We recommend customers have pressure regulators installed on their side of the meter.
- 6) If you attempt to turn our meter on the tampering fee is a minimum of \$100.
- 7) It is your responsibility to notify us in writing when you need services cancelled or account information updated. You may do this in the office, by mail, or visit our website.
- 8) Any water that goes through the customers meter is the responsibility of the customer, even if it is unintended water usage. If for some reason you think your bill may not be correct please check your usage first. If your usage is higher than normal, you will need to check out a few things:
 - Check all faucets for drips; listen carefully to your toilets to see if you have one running. A running toilet can run up 30,000 gallons in usage in a month. Please continually take notice if toilets do not flush or stop running as they should. You will need to get that fixed. Check your hot water heater.
 - If you know where your meter is you can check it yourself by getting a reading, then waiting at least 2 hours without using any water in your home, then get a second reading. If the reading goes up then you have a leak. You will need to get someone familiar with plumbing to help you.
 - If you need assistance from us there will be a \$25 service charge for our meter reader to come out, however he does not locate the leak for you. He will only verify if he believes that you have a leak or not. If for some reason he has misread the meter, there will not be a service charge.

*fees are subject to change

Printed Name

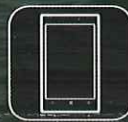
Signature



LEAKS HIT YOUR WALLET LIKE A Flood

Blue Ridge Water & Sewer is expanding our water loss coverage through our new ServLine Program and providing our residential customers the opportunity to add line repair and replacement coverage.

For more information on Water Loss Protection and to add Line Protection



CALL US:

~~888-971-6997~~
888-778-5468

Water Loss Protection

As a residential customer, you are automatically protected by our *Water Loss Program*. This is the only way residential leaks will be adjusted that occur after 6/1/16.

Line Protection

Enroll in the *Line Protection Programs* to avoid water line repair/replacement costs. There is a 30 day waiting period for those who enroll after 6/1/16

**Blue Ridge ServLine Begins
JUNE 1ST 2016**