



DALLAS COUNTY WATER & SEWER AUTHORITY

New Customer Application Checklist

New Meter/Account?

_____ Survey Meter Location

_____ Refer to Tap/Meter Fees for Charges

_____ Alabama 811 Line Locate

Existing Meter/Account?

_____ Work Order to Read Meter

_____ Check Address History for Balances

_____ Final Old Account

Required For All Customers:

_____ Customer Service Application

_____ Rental Property Agreement

_____ Valid (non-expired) government issued Photo ID

_____ Tenant Verification Form

_____ Proof of Social Security Number

_____ Cross Connection Control Survey

_____ Proof of Address (verification of address)

_____ Business Ownership Documentation

_____ Deposit for Service (see deposit schedule)

_____ Final Old Account (Account Number)

_____ Receipt for Deposit (see deposit schedule)

_____ Contact/Representative Acknowledgement

_____ Make Folder/File

_____ Acknowledgement of Charges and Fees

Deposit Schedule:

\$150.00 Residential/Non-Profit Deposit

\$500.00 Commercial Deposit

\$1000.00 Industrial Deposit

New Meter/Tap Fee Schedule

All new meter/taps must be inspected and quoted.

Residential - \$700 minimum, quote required.

Commercial/Industrial, quote required.

Office Staff Completing Form:

Name: _____

Signature: _____

Date: _____

Office Staff Verifying Information

Name: _____

Signature: _____

Date: _____



Customer Service Application

THIS AGREEMENT between the Dallas County Water & Sewer Authority, a corporation organized and existing under and virtue of the laws of the State of Alabama, hereinafter called the “Water Authority” and the undersigned “Water User”, hereinafter called the “Water User”.

Witnesseth: That whereas, the Water User desires to purchase water for domestic, commercial, agricultural, industrial, or other uses from the Utility Board and enter into a User’s Agreement:

Now therefore, in consideration of mutual covenants, promises, and agreements herein contained, it is hereby understood and agreed:

1. Water Authority shall furnish, subject to the limitations as provided for in the By-Laws, Service Rules and Regulations hereinafter provided, for such quantity of waters as the Water User may desire in connection with his property located in Dallas County, Alabama.
2. The Water User shall install and maintain at **his own expense** a service line which shall begin at the point designed by the Water premises. The service line located on the Water User’s property shall be owned and maintained by the Water User.
3. The Water User’s service line shall connect with the distribution system of the Water Authority at the place designed by the Water Authority, provided the Water Authority has determined in advance that the water Authority’s system is of sufficient capacity to permit delivery of water to that point.
4. The Water User shall pay for such water at such rates, time place as shall be determined by the Water Authority.
5. The Water Authority shall purchase and install a cut off valve, lock valve and water meter in each service, provided use of water is immediately desired. Such cutoff valve shall be installed at the water meter. The water Authority shall have exclusive right to use the cut-off valve and water meter to turn it on and off.
6. The Water Authority shall make the final determination in any question of location of any service line connection to its distribution system and shall determine the allocation of water, to Water User’s in the event of a water shortage.
7. The Water Authority may shut off the water of the Water User who allows a connection or extension to be made to his/her service line for the purpose of providing water to another user
8. The failure of the Water User to pay water charges duly imposed shall result in the automatic imposition of the following penalties:
9. The Water User shall pay at least a minimum bill for a period of 12 months from the date water is available, even though he/she may not avail themselves to the service.
10. Pressure reducing valve is the customer responsibility to install.
11. The failure of a Water User to pay water charges duly imposed shall result in the automatic imposition of the following penalties:
 - a. **Payment is due in full by close of business on the 10th of the month.** If payment is not made by the 10th of each month, the Water User will be subject to a penalty of a \$10.00 minimum or 10% late fee, whichever is greater.
 - b. **In addition, nonpayment within the next (15) days, which will be the (25th) day of the month, an additional \$50.00 (non-payment fee) will be added,** and the water service will be subject to shut off until the account has been paid in full.



DALLAS COUNTY WATER & SEWER AUTHORITY

- c. If your meter becomes locked off for nonpayment and you cut on or tamper with the meter, lock, valves, or otherwise cause water to be used, etc. You will be subjected to a \$200.00 tampering fee for the first offense. The fee will double if there is an additional offense.
 - d. **NOTICE: Tampering with a Water System is a violation of State and/or Federal Law and may be prosecuted by criminal or civil remedies.**
12. I understand and agree that the Dallas County Water & Sewer Authority is not responsible for repairs beyond the meter setting or sewer street stub out.
 13. I understand that it is my responsibility to see that I am protected from damage due to major breaks or service line repairs causing low water pressure (installation of backflow prevention device).
 14. I understand that it is my responsibility to keep sewer lines clear from my house to street stub-out.
 15. I agree to see that my plumber installs the necessary check valve or backflow preventers to eliminate the possibility of damage to my plumbing during times of low pressure and install any pressure reducing valves as may be necessary to prevent damage from high pressure.
 16. Upon moving, service not having been billed when disconnected will be taken from the deposit and any balance due will be mailed to the address provided.
 17. Any unpaid balance after applying deposit must be paid within 10 days after the billing date. I further agree, to avoid being charged for someone else's service I will sign a form with Dallas County Water & Sewer Authority stating my moving date as early as possible before or after moving.
 18. I understand that my service deposit is nontransferable to any second party and is to be applied to my final bill then refunded to me.
 19. The Water Authority reserves the right to make or amend the Rules and Regulations of the Water Authority from time to time, and the Water User agrees to abide by such changes upon notice thereof.
 20. Abusive language or threatening conduct toward employees may result in your account being serviced only by phone or mail.

Receipt of \$ _____, a security deposit (not a tap or access fee) is hereby acknowledged by the Water Authority. If, for any reason the Water Authority does not establish or maintain a water system and sums not expended in investigating the water source or for other miscellaneous expenses, the security deposit will be refunded. I understand that there is not any expectation of interest, investment or additional return on these funds.

Service Type: Residential Commercial Industrial Hydrant

Customer Name _____

Social Security #: _____ - _____ - _____ Driver's License #: _____

Date of Birth: _____ Tax ID Number: _____
(For Business Accounts)

Address for Service: _____

Mailing Address: _____

Phone Number: _____

Signature _____ Date _____



Notice of Billing Policies and Procedures

1. Office hours are from 8:00 A.M. until 4:15 P.M. Monday – Friday.
2. Mailing address is P.O. Box 1413 Selma, AL 36702
3. Telephone Number is (334) 872-2820
4. Please make checks payable to Dallas County Water & Sewer Authority.
5. Failure to receive your bill does not waive responsibility for payment of bill or application of late fees, non-payment fees, or otherwise.
6. Partial payments, if accepted, will not waive responsibility for payment of bill in full or application of late fees, non-payment fees, or otherwise.
7. Cash payments will be converted to money orders (with \$1.00 fee).
8. Deposits must be paid at the time-of-service request, Deposits must be paid by money order or check.
9. Bills are due payable by the close of business (4:30pm) on the 10th of each month. Late fee, \$10.00 minimum or 10% of current bill due, whichever is greater, is added after close of business (4:30pm) on the 10th of each month. If 10th falls on a weekend or holiday, late fee will be applied at (4:30pm) on the following business day.
10. A service charge of \$35.00 (return check fee) and a \$25 (service fee) will be charged for all returned checks (\$60.00 total).
11. If a check is returned for non-payment, payment with money order or credit/debit card must be collected prior to account being reconnected. Multiple returned checks may restrict your account from receiving checks in the future.
12. Non-payment (reconnect) fee of \$50.00 will be applied to any account that has an unpaid balance on the 25th of each month. A non-payment fee will be applied at 4:30pm on the 25th of each month. If the 25th of each month falls on a weekend or holiday, non-payment fee will be applied at 4:30pm on the following business day. Any account that has a non-payment fee applied or that has a past due balance after this date is subject to disconnection.
13. Customer will not park over, place items over, lock gates, or otherwise prevent access to the meter at any time. Meter is the property of Dallas County Water & Sewer Authority and must always be accessible to reading and inspection. A \$200 meter obstruction fee may be applied to the account if we are not able to read your meter due to an obstruction.
14. Any damage to the meter, lock, valves, or other Dallas County Water & Sewer Property must be reported to the office and reimbursed. Intentional damage, tampering, breaking, or allowing service to be used without authorization (theft of service) may be prosecuted. A tampering fee of \$200 (first offense) will apply to your account. Each additional tampering occurrence will result in twice that amount being applied to your account.
15. Any account with a deposit on file, that is not claimed, or any inactive account with a credit balance that is not claimed, will be charged up to \$100 per year for an inactive account fee until the balance is zero dollars.

Signature _____ Date _____



Acknowledgement of Charges and Fees

Deposit Schedule:

\$150.00 Residential/Non-Profit Deposit
\$500.00 Commercial Deposit
\$1000.00 Industrial Deposit
\$500.00 Hydrant Deposit

New Meter/Tap Fee Schedule

All new meter/taps must be inspected and quoted.
Residential - \$700 minimum, quote required. (3/4 service).
Residential – larger than 3/4 service must be quoted.
All Non-Residential Services must be quoted.

Service Fees:

- ✓ Service Calls at Customer Request (Leak Check, Re-Read, etc.) \$10.00
- ✓ Returned Check/Payment: \$35.00 Return Payment Fee, \$25.00 Inconvenience Fee (\$60.00 Total)
- ✓ Tampering (lock/meter damage) or meter obstruction (gate, animals, cannot read meter, etc.) \$200.00
- ✓ Each Additional Tampering/Meter Obstruction – Double (*we do reserve the right to refuse service after two occurrences*).
- ✓ Customer Requested Disconnection: \$25.00
- ✓ Transfer Fee: \$50.00
- ✓ Money Order Fee: \$1.00
- ✓ Inactive Account Maintenance Fee: up to \$100 per year (until zero balance on account)
- ✓ Late Fee: Minimum \$10 or 10% whichever is greater
- ✓ Non-payment/Reconnect Fee: \$50.00

Residential Water Rate:

Base Water Rate (2,000 gallons) \$33.00
2,001 to 10,000 gallons \$9.00 per thousand
10,001 and over \$8.00 per thousand

Residential Sewer Rate

Base Sewer Rate (2,000 Gallons) \$27.00
each additional thousand gallons \$5.50

Residential Minimum

61.32

Commercial Water Rate: (and Hydrant)

Base Water Rate (20,000 gallons) \$185.00
each additional thousand gallons \$6.50
any additional use over 1 million gallons of water or over 500,000 sewer will be charged additional \$0.50 per thousand

Commercial Sewer Rate

Base Sewer Rate (20,000 Gallons) \$200.00
each additional thousand gallons \$5.50

Commercial Minimum

\$392.40

Industrial Water Rate:

Base Water Rate (100,000 gallons) \$550.00
each additional thousand gallons \$6.50
any additional use over 1 million gallons of water or over 500,000 sewer will be charged additional \$1.00 per thousand

Industrial Sewer Rate

Base Sewer Rate (100,000 Gallons) \$500.00
each additional thousand gallons \$5.50

Industrial Minimum

\$1,072.00

I, _____ (customer name) have been provided with the current rates and fees for Dallas County Water & Sewer Authority. I understand that Dallas County Water & Sewer may amend, change, or otherwise alter rates and fees as necessary pursuant to applicable board policies and state laws for public notice requirements.

Signature _____

Date _____