

# El Dorado Water and Sewer Utilities

## Application for **Residential** Water and Sewer Service

Instructions: Thank you for choosing El Dorado, the home of the El Dorado Promise! To speed up your processing, please fill out this form before going to the service application counter.

Requirements to open a Residential account: 1) you must be a legal adult; 2) are (or will be) the legal resident at the address where service is to be established (at the service address); 3) a legal resident of the United States of America and; 4) agree to the service agreement at the bottom of this form.

A Non Refundable Connection Fee is required before service is connected. Payment is normally collected at the conclusion of your application session. Please note: if you have any outstanding debts with the Utility, you will be required to pay them in full before service is connected.

If you desire to do any business other than in person, such as over the phone, please provide a personal security authorization password. As a matter of personal identity security, we will not knowingly give out private account information or respond to other requests unless we are confident that the person we are dealing with is the account holder or his/her authorized representative.

If you are married, the account may be opened in both your names with either partner having full authority to conduct business on the account. Otherwise, the Utility will only respond to the named account holder or anyone clearly authorized under his notarized signature. Your spouse can be added at a later date.

If you are filing this application on behalf of the legal resident, you must have a clearly worded notarized authorization from the applicant plus all the applicant's documents.

Please have in your possession:

1. A picture ID that has the applicant's signature and date of birth.
2. The applicant's driver's license and Social Security card.
3. Documents proving that the applicant is the legal resident such as the lease agreement for renters and ownership papers for home owners. (A rent payment receipt is not acceptable)

Location where service is desired: \_\_\_\_\_

Date and time service connection desired \_\_\_\_\_

Note: You do not have to be present when the water is turned on, but we will not leave water running in an unoccupied residence. Please make sure all faucets, hydrants, etc. are turned off. A \$ 15.00 service fee will apply for each additional trip to turn the meter on.

Account holder name: \_\_\_\_\_

Phone numbers: \_\_\_\_\_ home work cell fax Phone numbers: \_\_\_\_\_ home work cell fax

Spouse name (if applicable): \_\_\_\_\_

Mailing address (if different from service address): \_\_\_\_\_

If renting, please provide property owner information.

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

**SERVICE AGREEMENT:** I hereby make application for water and sewer services to be supplied at the address herein described and hereby agree to pay for this service in accordance with the rates of El Dorado Water Utilities, which are approved by the proper Regulatory Authorities. The Utility reserves the right to discontinue service without further notice in the event that payment for service has not been received within thirty days from date of bill for such service.

It is further understood and agreed that:

I am responsible for properly connecting my service (water) line to the meter and understand that maintenance of the service (water) line from the meter to my residence is my responsibility.

With the exception of the customer's service (water) line, the meter box and lid with everything in it are the property of the Utility and are to be accessed only by the Utility, including the Utility's shut off valve. I will report serviceability problems, such as improperly seated boxes and water leaks at the box promptly to the Utility. I understand that I am responsible for damage to the Utility property and if this damage is caused by illegal activity, I will file the appropriate reports with the police. I will provide a copy of such reports to the Utility upon request.

The meter shall remain fully accessible to Utility employees at all times and I could be charged a \$ 25.00 service fee if the Utility has to make multiple trips to my residence to access the meter.

A service charge will be applied to my account if I request a service call and the Utility can find nothing wrong with the service connection or meter reading.

I understand that I am responsible for keeping the Utility up to date on my mailing address, contact information and personal security authorization password.

I understand the Utility will not turn on service when no one is at my residence and water passes through the meter. In addition, I understand that I may be charged a service fee for repeated trips to connect my service under these circumstances. I am responsible to either be home when I request service to be restored or ensure that I have all my faucets shut off and leaks fixed.

I will not hold the Utility responsible for not receiving bills or other mail as long as the Utility is using my mailing address of record.

I understand that I could be held responsible for any debts owed the Utility by other persons living at my residence.

I have received the Utility welcome brochure and have been briefed on the approximate day of the month to expect my monthly bills. The water and sewer rates and any other questions I asked have been explained to my satisfaction. I understand the billing cycle and how and when my bill may be considered delinquent, the late penalty charges, and how my service may be disconnected. I understand how my final bill will be calculated in the event I close my account or transfer to another account and that this bill may be substantially higher than normal. I received a copy of this form.

PRINTED NAME: \_\_\_\_\_ PRINTED NAME OF SPOUSE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ SIGNATURE OF SPOUSE: \_\_\_\_\_

DATE: \_\_\_\_\_