

CITY OF COWARTS WATER APPLICATION

WATER DEPOSIT: \$ _____

SEWER DEPOSIT: \$ _____

WATER TAP FEE: \$ _____

SEWER CONNECT FEE: \$ _____

SEWER TAP FEE: \$ _____

TOTAL DUE: \$ _____

IMPACT FEE: \$ _____

PAYMENT

☐ CASH

☐ CHECK CHECK NUMBER: _____

☐ CREDIT CARD

NAME: _____

PHONE NUMBER: _____

SPOUSE: _____

PHONE NUMBER: _____

EMAIL: _____

SERVICE ADDRESS: _____

CITY, STATE, ZIP CODE: _____

BILLING ADDRESS: _____

CITY, STATE, ZIP CODE: _____

OWN OR RENT: _____

LANDLORD: _____

NEAREST RELATIVE/FRIEND: _____ PHONE NUMBER: _____

NOTE: THE APPLICANT HEREBY AGREES TO PROVIDE THE CITY OF COWARTS, TO THE EXTENT THE APPLICANTS INTEREST, CONSTRUCTION, AND MAINTENCE EASEMENT, INCLUDING INGRESS AND EGRESS, OVER, ACROSS, AND UPON THE APPLICANT'S PROPERTY FOR THE PURPOSE OF PROVIDING SERVICE TO THE APPLICANT.

NOTE: IF SUIT IS BROUGHT TO COLLECT A DELINQUENT BILL, CUSTOMER IS RESPONSIBLE FOR A REASONABLE ATTORNEY'S FEE.

NOTE: ONLY ONE RESIDENCE OR BUSINESS MAY BE CONNECTED TO A SINGLE METER. ANY VARIATION ON THIS IN VIOLATION OF THE CITY'S SERVICE RULES AND REGULATIONS, FAILURE TO ADHERE TO THIS RULE COULD RESULT IN DISCONTINUANCE OF SERVICE TO THE METER.

CUSTOMER SIGNATURE: _____ DATE: _____

CITY OF COWARTS WATER DEPARTMENT

CUSTOMER POLICIES AND PROCEDURES

BILLING SCHEDULE

- Water bills are mailed out the last week of each month.
- If you **DO NOT** receive your bill by the 1st, it is **YOUR RESPONSIBILITY** to contact City Hall.
- **WE DO NOT SEND OUT SECOND NOTICES!**

PAYMENT REQUIREMENTS

- Payments are due in office by the **10th OF EACH MONTH** to avoid penalties.
- Payments received after the 10th **WILL BE** charged a **\$10 LATE FEE.**
- If the 10th falls on the weekend, payments made in the office on Monday will still be considered late.
- If payments are in the dropbox by Monday morning before 8:00 A.M. they **ARE NOT** considered late.

DELINQUENT ACCOUNTS AND SERVICE DISCONNECTION

- Accounts **NOT PAID IN FULL BY THE 20TH WILL BE DISCONNECTED FOR NONPAYMENT.**
- If you experience an emergency preventing timely payment, contact the City Hall. Extensions may be discussed with the water clerk if the issue is non-recurring.
- A **\$50 SERVICE CHARGE WILL BE APPLIED** the next business day after the 20th, whether service is disconnected or not.
- Water service **WILL NOT** be restored until all balances are paid in full. Including: Water bill, \$10 late fee, and \$50 shut-off fee.
- Payments may only be made through City Hall, the water clerk, or other staff **IN** office. Payments **WILL NOT** be accepted outside of the office.

RESTORATION UNAUTHORIZED OF SERVICES

- If water service is disconnected and a customer restores service without authorization - The City may refuse future service ; The City may prosecute for theft of water service, and the customer **WILL BE** responsible for any and all damages to the meter, meter box, and lock.

WATER/SEWER SERVICE DEPOSITS

- All customers must pay a \$200 water deposit, have a valid ID, and rental/mortgage agreement upon establishing service.
- Customer locations requiring sewer must pay an additional \$75 sewer deposit upon establishing service.
- Deposits are refundable once the account **IS** closed and all balances are paid.
- Deposits may be applied toward any outstanding charges at the time of termination.
- Customers must contact the office to schedule termination of service and provide a forwarding address.

GARBAGE

- For garbage pick up with in city limits, contact Houston County Sanitation Department at (334)-793-5442

OFFICE HOURS AND PAYMENT OPTIONS

- City Hall hours are Monday - Friday, 8:00 A.M. - 2:30 P.M.
- A drop box is available for after hour payments.
- Payments may be made by credit/debit card, cash, check, over the phone, or online at COWARTSAL.COM
- Automatic credit/debit card payments are processed on the 5th of every month.

CUSTOMER ACKNOWLEDGEMENT

- *I hereby acknowledge that I have received, read, and understand the City of Cowarts Water Department Customer Policies and Procedures.*
- *I agree to comply with all rules, billing schedules, payment requirements, service policies, and fees outlined in this document.*
- *I understand that failure to follow these policies may result in late fees, service disconnection, and additional charges.*

SIGNATURE_____ **DATE**_____

LIKE & FOLLOW US ON FACEBOOK “CITY OF COWARTS”

WE WELCOME YOU TO OUR COMMUNITY!

**FOR ASSISTANCE, PLEASE CONTACT OUR OFFICE AT
(334)-792-8920**