

Water and/or Sewer Service Application & Agreement

New Tap: Domestic / Irrigation / Sewer (Please circle) New Service Estate Name Change

Type of Service: Residential Commercial

***The primary applicant will be the point of contact for all communications from Union County Water including, but not limited to, past due notices, services outages, educational information, and Boil Water Advisories. The secondary applicant may also be contacted at Union County Waters' sole discretion; however, it is under no obligation or duty to make any such contact with the secondary applicant. ***

Primary Applicant/ Business Name:

Name: _____

SSN/EIN #: _____ - _____ - _____

Date of Birth: _____

DL/EIN #: _____

Mailing Address: _____

City: _____

State: _____ Zip Code: _____

Cell/ Home/ Work #: _____

Email Address: _____

Secondary Applicant:

Name: _____

SSN/EIN #: _____ - _____ - _____

Date of Birth: _____

DL/EIN #: _____

Cell/ Home/ Work #: _____

Email Address: _____

Service Location:

Date Service Request to Begin: ____/____/____

Property Owner: _____

Service Address: _____

Street

City

Nearest Cross Street: _____ Subdivision: _____

Have you previously lived in Union County? Y or N If so, list previous address: _____

Property Information:

Year home was built _____ # of Bedrooms _____ # of Full Baths _____ # of Half Baths _____

Additional Structures connected to meter? Yes No Pool on property? Yes No

In-ground Irrigation System? Yes No Pressure Reducing Valve? Yes No Unsure

Does your location have a three-bay sink? Yes No Is your location a child care facility? Yes No

Notification Efforts for Certain Customers:

Union County Water may provide additional notifications to customers who fall into certain usage types. These usage types are set forth below. If the applicant meets one of these usage types, then the appropriate box should be checked below. In the event of a utility emergency or planned event that may cause utility service disruption, Union County Water staff will endeavor to attempt to notify such customers via one or more of its typical contact methods (e.g. phone, email, text). It is understood and expressly agreed by applicant that there is no guarantee that any such notice will be provided. It is also understood and expressly agreed by applicant that such customers are not otherwise excluded from any fees, charges, penalties, or the potential for disconnection, in accordance with Union County Water policies and procedures.

- | | | |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Medical Condition | <input type="checkbox"/> Healthcare facilities such as hospitals, clinics, dialysis centers, and other | <input type="checkbox"/> Manufacturing |
| <input type="checkbox"/> Restaurant/Food processing facilities | <input type="checkbox"/> High Volume Customers (100+ customers per week) | <input type="checkbox"/> Farm /Agriculture |
| <input type="checkbox"/> Childcare Facility | | <input type="checkbox"/> School including K-12, colleges, community college, technical schools, etc. |

It is understood between the applicant(s) and Union County Water that this application, upon execution by the applicant(s) and acceptance by an authorized Union County Water representative, will constitute a contract between the applicant(s) and Union County Water, by which the applicant(s) agrees to comply with all rules and regulations that have been or may be adopted by the Board of County Commissioners, Union County Water and Sewer District Board of Governors, Union County Water, any applicable state or federal law relating to the Union County water and sewer system, and the terms herein.

The County shall at all reasonable times have the right of ingress to and egress from the premises of the customer, for any and all purposes connected with the delivery of service, or the exercise of any and all rights under the agreement.

The customer shall at all times furnish the County a satisfactory and lawful right of way over his premises for the County's lines and apparatus necessary or incidental to the furnishing of service, and shall also furnish satisfactory shelter for meters and other apparatus of the County installed on the premises, except where the County elects to install such equipment outdoors.

The County may change the location of the right of way upon request of the customer, and may require the customer to bear the expense of the change; the change will not be made where it will interfere with or jeopardize the County's service, either to the customer requesting the change, or to any other customers. All privileges of the County incident to the original location shall apply to the new location.

The obligation of the County to supply service is dependent upon the County securing and retaining all necessary rights-of-way, privileges, franchises or permits, for the delivery of such service, and the County shall not be liable to the customer for any failure to deliver service because the County's inability to secure or retain such rights-of-way, privileges, franchises or permits.

Union County Water takes the privacy of water and sewer system customers seriously and will keep customer information protected as required by applicable law. Only the individual(s) listed herein as applicants are authorized to make changes to the account. Individual(s) not listed herein may obtain information, including but not limited to, account balance and general account information, by verifying the name and last four digits of an account holders' social security number (or alternative identification password/number if no social security number is provided). In an effort to further protect applicant(s) identity and account information, applicant(s) may elect to provide a password to further secure their account. Applicant(s) agree to assume full responsibility for services provided while this agreement is in effect, whether billed or unbilled.

Applicant(s) must present an unexpired government-issued photo identification (e.g. driver's license, passport, military ID). Union County Water is prohibited from accepting (i) a matricula consular or similar document, other than a valid passport, issued by a consulate or embassy or another country, or (ii) a document issued or created by any person, organization, county, city, or other local authority unless expressly authorized by the North Carolina General Assembly for this purpose. Applicant(s) must provide proof of ownership, occupancy, or the right to establish utility service at the property for which service is requested (e.g. offer to purchase agreement, deed, closing disclosure, management agreement, rental/lease agreement). If a social security number is not provided, applicant(s) must apply in person in order to allow Union County Water to confirm the identity of the applicant(s).

The applicant(s) agree to pay Union County Water an Account Setup Fee and deposit, when required, to establish service. **A \$150 security deposit is required for all rental/lease and non-residential accounts. A \$150 security deposit is required for all residential property owners, unless the applicant(s) authorizes Union County Water, which the applicant(s) may authorize at their discretion, to perform a credit check on the applicant(s). The credit check will determine the credit risk of the applicant(s) using a credit check tool. Based upon the results of the credit check, the required deposit amount will be either \$0, \$75, or \$150.** The applicant(s) also agree to pay Union County Water Monthly Base Facility Fees and Volumetric Rates for usage associated with each connection. Charges are based on the current Rates and Fees Schedule as adopted and approved by the applicable governing body(ies). Applicant(s) may provide information for a bank draft for payment of the applicant(s) account.

Applicant(s) are responsible for all charges incurred on an account until a request to terminate service is received by Union County Water or Union County Water, at its discretion and in accordance with applicable law, terminates service. Should multiple applicants establish an account, then request to remove an applicant from the account, all applicants must verify their identity and consent to the removal of the subject applicant/account holder. If a deposit was required on the account, the applicant being removed from the account forfeits any ability to receive any required return of the deposit.

The applicant(s) authorizes Union County Water or its representatives and agents, including any third-party debt collectors, to contact the applicant(s) by telephone or text message at any telephone number provided, including wireless telephone numbers (i.e. cell phone numbers) which could result in charges to the applicant, in order to service the utility account or collect any amounts owed to Union County Water, excluding any contacts for advertising and telemarketing purposes as prescribed by law. The applicant(s) further agrees that methods of contact may include use of pre-recorded or artificial voice message, and/or use of an automatic dialing device. Applicant(s) may withdraw the consent to be contacted by wireless telephone number(s) at any time by written notice to 500 North Main Street, Monroe, NC, 28112, by email to water@unioncountync.gov, by telephone 704-296-4210, or any other reasonable means. Furthermore, the applicant(s) agrees to notify Union County Water of change to the wireless number(s) which was provided to Union County Water.

_____ Signature of Primary Applicant	_____ Date
_____ Signature of Secondary Applicant	_____ Date

Office Use Only:			
Account # _____	Rec'd by _____	Code: RE ___ CO ___ ID ___ IT ___	
Permit # _____	Meter Size _____	CDR: ___/___/___	Interceptor tank? _____
Receipt# _____	Total \$ _____	ULOCO # _____	Clear Date: _____
Plumber's Permit _____	Parcel # _____	CSS: _____	Date: _____