

City of Berryville Water Service Application

Deposit Date _____ Deposit Amount _____ Date of Refund _____ (office use only)

Customer Name: _____

Contact Name (if business account): _____

Service Address: _____

Mailing Address (if not same as above): _____

Phone: _____ Cell: _____

Drivers License #: _____ Social Security #: _____

Please check one: Owner _____ Renter _____ Other _____

Name of Property Owner: _____ Phone Number: _____

I/We, the undersigned, have read and received a copy of the following policies and procedures of the City of Berryville Water and Sewer Department.

IMPORTANT: BEFORE WE TURN WATER ON AT YOUR NEW RESIDENCE, IT IS URGENT THAT YOU ENSURE THAT ALL FAUCETS ARE TURNED OFF BEFORE WATER IS TURNED ON AT THE METER. The Berryville Water Department will not be held responsible for flooding. The Berryville Water and Sewer Department requires unlimited access to the water meter. **DO NOT** obstruct or block your water meter at any time. **DO NOT** tamper with your water meter. Additional charges or court fees may be applied for either offense. For after hours emergencies, call 870-480-6926.

Billing: All water bills are mailed on the last business day of each month. If you do not receive a bill by the 3rd day of the new month, feel free to contact our office at 423-2245 to obtain your balance due. Bills need to be brought into the office along with your payment. Your bill is still due even if it gets misplaced once it leaves our office! **Due Date:** All bills are due on the 15th of each month regardless of whether or not it falls on a weekend or holiday. A night deposit is available for after hour and weekend payments. All payments paid after the 15th of the month will be charged a 20% late penalty. **Past Due:** All payments made after the 15th of the month are considered past due. Please note: PAST DUE NOTICES ARE NOT SENT. Each month, past due information, including the date water will be disconnected for unpaid bills, will be printed on the back of your bill. Please read the back of your bill each month to be familiar with the final date accounts can be paid without interruption of service. **Disconnections:** Past due accounts must be paid IN FULL by 5:00 p.m. on the 25th of each month in order to continue service. Extensions, exceptions, and partial payments are against office policy. Accounts that are not paid by this time will be disconnected at 8:00 a.m. on the next business day. It is not procedure for anyone to notify you that your water is being turned off. A \$25.00 reconnect fee will be charged to each account that has been disconnected and must be paid before service can be resumed. Any service account which has been disconnected for non-payment or insufficient funds payment two (2) times within a twelve (12) consecutive month period, shall be billed a meter deposit increase equal to the amount of two (2) months of their average bill. The additional deposit amount shall be due by the 15th of the following month after having received written notification. **Returned checks:** A returned check or bank draft payment is subject to a \$20.00 service charge. Payment for a returned check or bank draft is due within three days of being notified. After three days, service will be disconnected and a \$25.00 reconnect fee will also be due. Delinquent accounts that are scheduled for disconnection, and are paid with insufficient funds, will be disconnected immediately upon our notification by the bank that funds were not available. **Sanitation Service:** Residential and commercial trash service is regulated by City Ordinance. Curbside trash and recycling service is provided by Carroll County Solid Waste, the City contracted waste haulers. Your cost for trash service (recycling is free) is included on your water bill. However, the City is the billing agent only. Any trash and recycling issues need to be discussed with Carroll County Solid Waste at 423-7156. RECYCLING BINS ARE CITY PROPERTY. Please leave them behind when you move. **Moving:** Upon moving, your meter deposit (if applicable) will be applied to your final bill and the remainder (if applicable) will be mailed to you. If you fail to notify the Water Department of your moving date and/or forwarding address, you may be forfeiting your meter deposit refund.

Signature _____