

APPLICATION CHECKLIST

You will need the following in order to complete the application process:

- Complete 2 page application including signature
- Valid photo ID
- If renting: Copy of signed lease/rental agreement (must be signed by applicant and landlord)
- Proof of ownership may be required

Then you will need to do the following:

- Email above items to pcwapp@paulding.gov
- Once the application is received and the information is verified you will receive an email confirmation which will include your account number, customer id number, amount to pay and a link to make your payment with a Visa, Mastercard or Discover.
- When we receive the confirmation of payment we will process the application and mail you a copy.

These steps must be followed to insure prompt service connection.

All applications received and paid for before 4:00 pm will be processed for turn-on the next business day or the future business day that you request. Any application/payment confirmation received after 4:00 pm will be turned-on in 2 business days or the future business day that you request. If you are requesting same day service please call Customer Service at 770-222-6868.

Applying for service can also be completed by visiting our office @ 3844 Atlanta Hwy., Hiram, Ga. 30141 (At the intersection of Atlanta Hwy and Hwy 120)



PAULDING COUNTY
3844 Atlanta Hwy ♦ Hiram, GA 30141
Phone: 770-222-6868
Email: pcwapp@paulding.gov
Water/Sewer Service Contract

 cust srv initials

This Contract entered into this _____ (Date) by and between _____ (Name) hereinafter referred to as "Customer" and the Paulding County herein referred to as "County". Now therefore, in consideration of the deposit paid by the "Customer" to the "County", the "County" agrees to provide water to a water meter, and where available, sewer service, on or near the "customer's" property at the road right-of-way nearest to the existing water or sewer main. The "Customer" agrees to place in trust with the "County" a deposit in the amount of \$ _____. Should water service be disconnected either by act of the "County" or by request of the "Customer", the "Customer" agrees to allow the "County" to use any portion of the deposit to pay any and all outstanding water or sewer bills and refund the unused portion to "Customer". Should the Security deposit be less than the outstanding bill(s), the "Customer" agrees to promptly pay the unpaid balance to the "County". In addition, "Customer" shall pay to the "County" a non-refundable application fee and a line maintenance fee at the established rate at the time of application. If the "Customer" is renting or leasing the property they must provide a signed rental/lease agreement before service can be set up and their name must appear on the rental/lease agreement. If a previous unpaid balance is found for the "Customer" applying for service or anyone else on their rental/lease agreement, it must also be paid before the "County" can establish a new account.

And further, the parties agree as follows:

1. The "Customer" shall pay to the "County" a monthly sum of not less than the minimum bill, as may be established from time to time by the "County". Per month beginning with the first month after meter has been installed (meters installed on or before 5 days from the reading date shall be billed for the current month).
2. The "County" shall furnish water and where available, sewer service to the "Customer" at the current monthly water or sewer rate as may be established by the "County" from time to time.
3. The meter so installed shall be read once a month by the "County" and the "County" shall bill the "Customer" once a month.
4. The "Customer" agrees to pay promptly the water and/or sewer bill by the 15th day from the billing date and further understands that, if the bill is not paid by the 15th day, there will be late charges in an amount as may be established by the "County" from time to time, added to the gross billing. The "Customer" further understands, that if payment is not received within fifteen (15) days of billing date, water service will be disconnected and the "Customer" will be required to pay a service charge to have the water service reinstated. The "Customer" understands that failure to receive the bill does not relieve the obligation to make payment.
5. You agree in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text message or e-mails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.

I/we have read this disclosure and agree that Paulding County may contact me/us as described above.

6. The "Customer" agrees to install such valves or other connections as may be deemed necessary by the "County", to prevent back flow or back siphonage from any source of non-potable water into the "County" water mains. And further, the "Customer" agrees to comply with any law or regulations as may exist or may from time to time be promulgated by any Government Agency including, without limitation, the Paulding County sewer ordinance. Non-compliance by "Customer" will result in water service being disconnected.
7. The "County" shall not be held responsible for failure to provide water or sewer service or any resulting loss there from to the "Customer" due to war, civil disturbance, accident, act of God, or for any other reason beyond the control of the "County". The "County" in the event of any of the aforesaid occurrences will attempt to restore service to the "Customer" as soon as possible.
8. The ownership of the water meter and connection shall continue to remain in the "County" and the "County" shall have right to remove them from the property upon breach of this contract by the "Customer".
9. The "Customer" does hereby grant unto the "County" the right to come upon the premises for the purpose of installing, repairing, and maintaining the water meter or sewer service line and reading the meter attached thereto.
10. The "County" requires one (1) water meter per residence or business.
11. The "County" bills for street light service on behalf of Paulding County and in conjunction with the local power providers. Payment of this service is subject to the same terms and penalties and that established for water and sewer service.
12. The "Customer" agrees that he/she has received a policy statement and further the "Customer" has read and agrees to comply with the terms of the policy statement.
13. The "Customer" understands that tampering with a locked meter will result in tampering fees and possible prosecution.
14. _____ The "Customer" acknowledges and understands that the "County" is responsible for that portion of the service line from the water main to the water meter. The "Customer" further acknowledges and understands that the portion of the service line from the water meter to the house/structure is the sole responsibility of the "Customer," and "Customer" assumes all responsibility for the water damage on or to the property (inclusive of the inside of the dwelling) once service commences.

By: _____
Paulding County

Customer's Signature

_____	_____	_____	_____	_____
Water Deposit	Water Tap	Reuse Tap	Water Line Maintenance Fee	Application Fee
_____	_____	_____	_____	_____ (ca * cc * ck)
Sewer Deposit	Sewer Tap	Additional Fees	Sewer Line Maintenance Fee	Total

Application for Water & Sewer Service

To ensure this application is processed in a timely manner, please complete this form and have a **VALID PHOTO ID.*

Property Location

Street Address: _____

Subdivision / Lot No.: _____

Do you own? _____ Rent / Lease? _____

Landlord Information

Name: _____

Address: _____

Phone: _____

Customer Information

Name: _____

Mailing Address: _____

City, State, Zip: _____

SS #/Tax ID #: _____

Driver's License #: _____

Main Phone #: _____

Alternate Phone #: _____

E-mail Address: _____

Are you interested in having your monthly bill electronically deducted from your checking account? _____

Employer: _____

Work Phone: _____

New Construction (Check one)

Residential _____ Commercial _____ Size of Tap _____ (Residential Installation 4-6 weeks)

If this is a residential construction, please provide directions: _____

Connection Date: _____ All applications received and paid for before 4:00 p.m. will be processed for turn-on the next business day or the future business day you request. Any application/payment confirmation received after 4:00 p.m. will be turned on in two business days or the future business day you request. If you are requesting same day service, please call Customer Service at 770-222-6868.

Transfer Service: If you are transferring your deposit to a new location, **all outstanding balances must be paid before service will be transferred to a new location.** Service will be made available at both locations for a maximum period of seven (7) days.

Current Account No.: _____ **Disconnect Date:** _____

The following locations are serviced and charged for sewer by the City of Dallas; however fees are billed for and collected by Paulding County Water: Macland Township, Twin Pines, Blue Ridge Park, Ivy Trace, Bartlett Square, Silver Oaks, Chestnut Hills, Brookside, Ansleigh Farms, Huntleigh Chase, Darby Farms, Saddlebrook Farms, Allens Creek, Highlands North, Kades Cove, Crown Ridge or areas on and around Industrial Blvd.

Office Use Only

Account Location Number	Customer Number	Service Order Reference Number	Receipt Number	Deposit Applied to Account	Scan & Attach