

# City of Cleveland Utilities

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Phone: (706) 865-2017 Fax: (706) 219-3220

## Residential Service Connection Form

**PLEASE NOTE: PHOTO ID IS REQUIRED**

**Please provide copy of the lease/rental agreement – if applicable**

Existing Structure

New Structure

Inside City  Outside City

Services: Water  Sewer  Garbage  How many people living here \_\_\_\_\_

Shared Meter  List additional addresses \_\_\_\_\_

Is the 911 address posted? Yes  No

Have you had utility service with the city? Yes  No

Physical Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

Name of Customer \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ Other \_\_\_\_\_

Employer \_\_\_\_\_ Phone \_\_\_\_\_

Driver's License Number \_\_\_\_\_ State \_\_\_\_\_ DOB \_\_\_\_\_

Email \_\_\_\_\_

Secondary Customer \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ Other \_\_\_\_\_

Employer \_\_\_\_\_ Phone \_\_\_\_\_

Driver's License Number \_\_\_\_\_ State \_\_\_\_\_ DOB \_\_\_\_\_

Email \_\_\_\_\_

### Emergency Contact (someone other than applicant):

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Relationship \_\_\_\_\_

Deposit Amount \$ \_\_\_\_\_ Date Deposit Made \_\_\_\_\_

Check  Cash  Debit/Credit

Own  or Rent

Landlord/Property Owners Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone \_\_\_\_\_

*(Office use only)*

Service Order In Box  Initials \_\_\_\_\_

For new service has the Occupancy Permit been issued and paid for? Yes  No

Building Permit# \_\_\_\_\_ Sign Permit# \_\_\_\_\_

Has Cut-in fees been paid Water  Sewer

**CITY OF CLEVELAND  
UTILITY SUBSCRIPTION CONTRACT  
CLEVELAND, WHITE COUNTY, GEORGIA**

**THIS AGREEMENT**, made and entered into this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between the City of Cleveland (hereinafter called the “City”) and \_\_\_\_\_ (hereinafter called the “Subscriber”).

**WHEREAS**, the Subscriber desires to be provided water/ sewer service to the property that the Subscriber owns/rents at \_\_\_\_\_.

**WHEREAS**, the Subscriber paid to the City all funds required by the City for construction and installation of a water and/or sewer distribution line to service said property: and

**WHEREAS**, the Subscriber agrees to comply with any changes, amendments or alterations made to said rules, ordinances, and regulations of the City which are in existence as of the date of the execution of this agreement and further agrees to comply with any changes, amendments or alterations made to said rules, ordinances, and regulations of the City after the date hereof; and

**WHEREAS**, the City desires to provide water and/or sewer service to said Subscriber as long as the Subscriber complies with the terms of this agreement and the rules, ordinances, and regulations of the City.

**NOW, THEREFORE**, for and in consideration of the mutual covenants hereinafter stated, it is agreed between the two parties as follows:

**1.**

The Subscriber hereby pays the City the cash deposit of \$75.00 for owners or \$150.00 for rental, which is a security deposit and shall be applied on unpaid water bills of the subscriber and the cut off fee charged Subscriber upon discontinuances of water service to the Subscriber. The balance, if any, shall be refunded to the Subscriber without interest.

**2.**

Subscriber shall pay promptly on a monthly bill the full amount billed for water and/or sewer usage and/or other charges as properly assessed by the City. Failure to make payments in full within thirty (30) days of the first of each month of the monthly said bill subjects the Subscriber to possible termination of service for non-payment. All payments are due in the City’s office by 5:00 pm on the fifteenth (15<sup>th</sup>) of the month. No further notices of disconnection will be given to Subscriber.

If you are at your billing location for ten or more days, after the 15<sup>th</sup> and/or billing cycle, you will receive a minimum utility bill.

To have service connected the same day, you must make your application and pay your deposit before 2 p.m. Utility service will be connected the next business day for applications made after 2 p.m. If you are not present at the time the water service is connected and the meter is running, the City will turn the meter off. There will be an additional \$25 charge for the City to return to turn the meter on.

**3.**

If water/ sewer service is discontinued for non payment of the bill, the City will not resume water and/ or sewer service to the Subscriber until the past due/current water bill, all late fees and a \$50.00 non refundable reconnection fee have been paid in full to the City by the Subscriber. All disconnected accounts not paid in full by 2:00 pm will be reconnected the next business day.

4.

Upon first offence of tampering with a meter which has been locked or disconnected for non payment, a \$110.00 tampering fee will be assessed. There will also be a fee charged Subscriber to replace the lock, if same was broken. Upon second offence of tampering with a meter, the meter will be pulled and the fine will be the cost of a new cut-in fee of not less than a minimum of \$950.00, plus the reconnect fee and balance, as well as lock replacement fee, plus, violators will be subject to criminal prosecution.

5.

There will be a \$25.00 fee charged on all returned checks

6.

Subscriber shall have fifteen (15) days to detect and notify the City in writing of any errors in Subscriber's bill. Failure to notify will result in waiver of any rights of claim for refund or credits.

7.

The City reserves the right to determine the allocation of water to Subscriber in the event of water shortage, and the City reserves the right to discontinue its services without notice for the following reasons:

1. To prevent fraud or abuse
2. Past due accounts
3. Emergency repair
4. Insufficiency of water supply due to circumstances beyond the City's control
5. Subscriber's failure to comply with the City's General Policies or this Agreement.
6. Legal process
7. Direction of public authority
8. Strike, riot, fire, flood, unavoidable accident, actions of others, or acts of God.

8.

The city reserves the right to determine the allocation of sewer to subscriber.

9.

The Subscriber releases and hereby discharges the City from any damage to person or property that Subscriber may suffer as a result temporary, complete or partial interruption of sewer.

The Subscriber releases and hereby discharges the City from any damage to person or property that Subscriber may suffer as a result temporary, complete or partial interruption of water services that occurs as a result of seasonable supply of water, expansion, repair and maintenance of the lines and facilities, disconnection for nonpayment or connection for service and conditions beyond the control of the City. Unauthorized water and/or sewer connection can result \$1,000 a day fine with every day being a violation.

10.

The Subscriber will indemnify and hold harmless the City against any claim of a third party for damage to person or property at said location, which occur as a result of fluctuation of pressure of the water line servicing said Subscriber.

11.

The Subscriber agrees to comply with this Agreement, rules, regulations, resolutions and policies of the City and all amendments, additions and changes hereto.

12.

If the above described property is being rented, leased or occupied by a person other than the owner, the property owner may transfer the account to the name of the renter, lessee, or occupant.

13.

**Sewer Customers Not Connected To City Water**

The connection fees for a non-water sewer customer shall be the normal connection fee for a sewer customer served with City sewer plus the cost of a 4 or 6 inch lockable gate valve, plus box and cover installed by the City. The initial cost for the lockable gate valve installed by the City shall be \$900.00.

\_\_\_\_\_  
City of Cleveland

X\_\_\_\_\_  
Subscriber/Customer