

City of Cave Spring  
Water, Sewer, Fire, and/or Trash Service  
Application and Deposit Form

Name: \_\_\_\_\_

S.S. #: \_\_\_\_\_

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

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

Home Number: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Spouse/Other Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Gender \_\_\_\_\_ Race \_\_\_\_\_

Property Owners Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Employer's Name & Phone: \_\_\_\_\_

Have you ever been on our water system? (Circle One) NO YES (If YES above, please list name & address on past accounts): \_\_\_\_\_

<u>For Office Use Only:</u>	
_____ # Garbage Carts	_____ Notified Waste Ind.
Account #: _____	
Deposit Paid: _____	
Connect Fee: _____	
Transfer Fee: _____	
Work Order #: _____	
Reading: _____	
Deposit Refund:	
Amount: _____	
Date: _____	
Check #: _____	

-This application for utility service, when executed, becomes a binding contract between myself or my representative (herein referred to as Customer) for the services provided by the City and constitutes an agreement to abide by the rules and regulations governing these services including timely payments and reasonable and diligent protection of utility metering and other equipment at the service location. Billing will be at current rates for class of service as adjusted periodically.

-Services are billed monthly stating the amount due, the delinquent date and the delinquent amount. **Bills are mailed by the 1<sup>st</sup> (FIRST) of each month and are delinquent after the 15<sup>th</sup> (FIFTEENTH).** All accounts not received in our office by the date indicated on the bill for any previous balance owed will be disconnected as per policy. Should this become necessary, there will be additional charges to cover the collection of the account. If legal action is necessary, collection costs, including a reasonable attorney fee will be added to the amount due.

**-The City cannot be responsible for mail delivery. Failure to receive the bill will not relieve the customer of payment obligation.**

-Returned checks will be regarded as unpaid bills. The Customer will be charged a service charge for each check returned.

-The meter, meter box, and lid **DO NOT** belong to the Customer, but remain the property of the City. Any damage inflicted to the meter, meter box or connecting lines from the main line to the meter will be billed to the Customer.

-Upon termination of service, deposits will be refunded to the Customer after final billings have been paid. **The deposit refund check will be made payable to the name as it appears on the account.**

-In accordance to the published rate ordinance, only one resident and/or business may be served from one water meter.

-The State Health Department requires a **physical disconnect** between any public water supply and private system.

-All customers are required to install a cut-off device on the service line between the water meter and residence and/or business, for those occasions when the customer wished to cut off their own water supply for repair, etc.

-Our service personnel will be happy to answer Customers' calls or question and assist them with any problem pertaining to their water service. However, in the event the problem is found to be the Customer's responsibility, the Customer may be billed for a service call if a trip to the service location is necessary.

-Any or all of the fees posted at the City are subject to change without prior or public notice.

-I (Customer) understand that I will be responsible for payments of billings. Water user shall pay a minimum bill from the date the water is available, even though the Customer may not avail themselves of the service.

-I (Customer) have read and understand the conditions of this service application and the rules and regulations of the City. I am of legal age and am authorized to execute this agreement.

**SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**LEAK ADJUSTMENT INSURANCE**

City of Cave Spring  
Water, Sewer, Fire, and/or Trash Service  
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I hereby enter into this contract with the City of Cave Spring and agree to pay \$2.00 per month for said Excessive Leak Insurance as billed. If insurance is not taken with application for service, then I have a (six) 6 month grace period before the coverage is effective.

I understand that the City can cancel the policy at any time, but will provide notice in the event this may occur. Bills not paid when due will result in termination of coverage under this policy.

I understand that I must report a potential leak to the city immediately upon learning of a potential leak and make arrangements for repair of leak within in 10 days from becoming aware of leak.

I understand that to file a claim I must fill out an Adjustment Request form and provide a copy of repairs to my water system as a result of the leak, along with any other information relative to the leak as requested by the City.

The City will adjust the bill based on the policy if the leak qualifies under same. No more than two months' charges will be adjusted in connection with a leak, and a maximum of \$500 will be adjusted. Only one adjustment is allowed in any 12 month rolling period.

I understand that I will not be entitled to an adjustment of my water bill in the event of a leak if I have not purchased the leak protection offered by the City.

**PLEASE CIRCLE YOUR CHOICE:    *I do / do not elect***

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
SERVICE ADDRESS

\_\_\_\_\_  
PHONE NUMBER

FOR OFFICE USE ONLY: CUSTOMER ACCOUNT # \_\_\_\_\_

Dear New Customer:

City of Cave Spring  
Water, Sewer, Fire, and/or Trash Service  
Application and Deposit Form

We welcome you to the Cave Spring Water System. Following are some guidelines regarding our services. The Application and Leak Insurance form for utility service which you signed is a binding contract for the services provided by the City and constitutes an agreement to abide by the rules and regulations governing these services, including timely payments and reasonable and diligent protection of utility meters and other equipment at your service location.

Leak Insurance not taken with new application will incur a waiting period of 6 months. For adjustment to account, bring receipts or plumber's bill to the office as proof it has been repaired.

All bills, including new and closing accounts, are mailed by the 20<sup>th</sup> of each month. The City cannot be responsible for mail delivery. Failure to receive the bill does not relieve customer of payment obligation. If the bill is not paid in full to the City on or before the due date shown on the bill, a late penalty of 10% will be added to account. If full payment is not received within 10 (ten) days of the due date, water service will be disconnected without further notice. An additional reconnect fee will be added to account. Entire bill including all fees and charges must be paid to reconnect. Service will only be reconnected, during regular business hours. For same day reconnection of service, payment must be received by 3:30 p.m. in the office. We do not turn service on during the weekends or holidays.

Returned checks will be regarded as unpaid bills. The customer will be charged a return check fee and services disconnected until check and fee are paid.

Cancellation of service(s) must be made in person at City Hall. Any deposit will be made payable to the name on the account after the final bill is paid. After 18 months of continuous service any account that is active and in good standing may request their deposit to be refunded or applied to active account.

The meter, box and lid belong the property of the City. Any damage inflicted to our property will be billed to the customer. Any tampering with our meters or locks will result in a warrant issued for theft of service.

**If you are located inside the city limits**, Garbage/Brush pickup & Fire service will be included with your water bill. Cart(s) will be provided and should be at curbside on Thursday nights. Call City Hall for brush pickup which is on Tuesdays. All limbs should be separated from debris. Leaves and vines must be bagged.

Please call our office with any questions you may have concerning your services at 706-777-3382. For after-hours emergencies only, please call 706-936-3072.

10 Georgia Avenue \* Post Office Box 365 \* Cave Spring, Georgia 30124  
Phone 706.777.3382 \* Fax 706.777.3383  
[www.cityofcavespring.com](http://www.cityofcavespring.com)