

SOUTH CAMDEN WATER & SEWER DISTRICT

252-338-1919, EXT. 236, 250, 340

Application for New Water Account

EFFECTIVE DATE: _____

NAME: _____ SPOUSE: _____

SOCIAL SECURITY # _____ SPOUSE SS# _____

SERVICE ADDRESS _____

MAILING ADDRESS _____

HOME PHONE _____

CELL PHONE OR ALTERNATE NUMBER _____

RENTAL ACCOUNT _____ OR NEW OWNER _____

RENT DEPOSIT \$200. cash/check/money order in office _____ or confirmation code _____

INFORMATION FOR NEW CUSTOMERS

New Customer (owner):

South Camden Water & Sewer District requires **ALL** property owners to:

1. Read and sign the application for New Water Account
2. Bring in deed or settlement statement for property
3. Picture ID

There will be a \$4,000.00 charge for all new accounts that do not have existing water tap and/or water user agreement on file. (3/4" water meter)

New Customer (renter):

South Camden Water & Sewer District requires **ALL** renters to:

1. Read and sign the application for New Water Account
2. Bring in copy of rental agreement/lease
3. Picture ID
4. \$200. Rental deposit

Deposit can be paid by calling 877-885-7968, or office number above.

Your application will not be processed until ALL of the above information is received in our office. A \$20.00 transfer charge is applied to all new accounts. Our processing time is up to 48 hours, to have meter installed/cut on.

BILLING: Courthouse/Shiloh township bills are mailed by the 25th of the month. South Mills township bills are mailed by the 10th of the month, all through the U.S. Postal Service. If you do not receive a bill, you are still responsible for payment. You may call the office to find out the amount of your bill. Bills reflect the usage for the previous month (example: a bill mailed the last of March reflects the usage for February).

PAYING WATER BILLS: There are several options for paying your bill:

1. Pay in person at either water office location:
160C US Hwy 158 East Camden, NC OR 103 Halstead St. South Mills, NC
2. Place your payment in the drop slot (located by the front door of our office).
3. Mail you payment to South Camden Water & Sewer District
P.O. Box 249 Camden, NC 27921
4. www.camdencountync.gov click icon to the right, view/pay utility bill
5. Call 1-877-885-7968

HIGH BILLS: If your bill increases substantially in one month, and you have not increased your usage, you may have a leak. Check lines for loose connections, under the house for a broken pipe, bathrooms for leaky toilets or sinks. You may call the water dept. and we will send a service tech. to check your meter, \$15.00 chg. There are no problems with the meter, if so there is no charge. If the problem is not on our side, it will be suggested that you call a plumber.

BAD CHECKS: Accounts with returned checks incur a \$35.00 NSF charge. You will receive a notice in the mail, and will have 10 working days to make the check good, pay the NSF charge, or your water will be disconnected. A \$35.00 reconnection fee will be added to your account.

LATE FEES: A late fee of \$10.00 is incurred at 5pm on the due date each month on any accounts with a balance. If the due date falls on a weekend, late fees are incurred at 5pm on the next business day.

DISCONNECTION: Accounts that are in arrears, that are two months of delinquent charges, are subject to disconnection. Shut off notices are mailed the day after the due date of every month. The balance must be paid in full, or your water service will be disconnected. There is a \$35.00 reconnection fee between office hrs of 7am-3:00pm, \$60.00 between office hrs of 3:01-5pm. Cash or money orders only will be taken for accounts due to be shut off. If your service is disconnected and your meter or connections are tampered with, you will be charged with a \$200.00 tampering fee.

CONNECTION: Customer is responsible for ensuring all plumbing is secured, in good condition and ready for the water to be turned on. **South Camden Water & Sewer Rules & Regulations, Section 2. (f) The District shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises.**

SOCIAL SECURITY NUMBER: Your social security number may be used to collect a debt. Any unpaid final bills will be subject to collection. {NC G.S.132-1.10}

South Camden Water & Sewer District does not automatically switch the account back into the owners name when renter vacates or new owners name at closing. It is the responsibility of the owner/renter to notify the office of changes or disconnection.

I HAVE READ AND UNDERSTAND THE ABOVE INFORMATION.

Customers _____ sign/date

County Employee _____ sign/date