

TALLADEGA COUNTY WATER SERVICE APPLICATION

Talladega County Water Department

PO Box 58

Talladega, AL 35161

(256) 362-6897

Date: _____

Service Address: _____

Type of Service (residential, commercial, other) : _____

If other, please describe use: _____

Mailing Address (If Different): _____

Applicant Name: _____

Home Phone #: _____ **Work/Cell Phone #:** _____

Co-Applicant Name: _____

Home Phone #: _____ **Work/Cell Phone #:** _____

Own **Rent** **Landlord:** _____ **Landlord Phone #:** _____

Alternate/Emergency Contact: _____ **Phone #:** _____

STATEMENT OF WATER SYSTEM POLICY

Receipt of an application for water service by Talladega County shall not obligate Talladega County to make such connection. New water service (new tap) is subject to availability to the property to be served. Applications for service will be considered on a first come, first served basis, based on the date the application is received in our office. Each service (tap/meter) requires a separate application. If all fees are not paid within fourteen (14) days of receiving approval for new service, the applicant must re-apply. Approvals will be considered only where active service will be established within ninety (90) days of approval, otherwise the County reserves the right to rescind approval and a new application must be made. If consumer service is not established within ninety (90) days of approval, the approval will expire and a new application must be made. Exceptions may be made only if the County is unable to install within the allotted ninety (90) days.

Properties with multiple users require a commercial tap. Residential services are intended to serve one residence or customer per tap/meter. More than one user/household on a residential tap is prohibited and violates the terms of the customer agreement and the County reserves the right to terminate service and remove the meter.

New services will only be accepted for properties abutting the County right-of-way or easement. Private water lines shall not be installed across property, drive, or roadway not owned by the applicant. Approval of new water service is subject to availability based on system or water main capacity.

Talladega County does not guarantee water pressures or service without interruption.

If a previous unpaid balance is found for the customer applying for service or anyone else on their rental/lease agreement, that balance must be paid prior to establishing a new account.

By signing this application for Water Service, once service is established, the Applicant(s) agrees to be fully liable for all amounts due and owing for water services provided pursuant to this request. Talladega County reserves the right to terminate services in the event of non- payment. Upon approval by County,

this application shall serve as the water service agreement.

Applicant Signature: _____ Date: _____

Co-Applicant Signature: _____ Date: _____

Approved by County: _____ Date: _____

TALLADEGA COUNTY WATER DEPARTMENT

Policy for Establishing Water Service

It is the policy of the Talladega County Water Department that all requests for water service are subject to the following:

- Applications for service will be considered on a first come, first served basis, based on the date the application is received by the Water Department.
- Receipt of an application for service shall not obligate the Talladega County Water Department to make such connection.
- Each service requires a separate application.
- Approvals of new service are good for ninety (90) calendar days – from the date of approval. If service is not established and active within ninety (90) days of approval, the approval expires and a new application must be made.
- Residential services are intended to serve one residence or customer per tap/meter. More than one user/household on a residential tap is prohibited and violates the customer agreement – in such cases, the Water Department reserves the right to terminate service and remove the meter, and commence collection proceedings for any violations and/or damages.
- Properties with multiple users (two or more) require a commercial tap.
- Applications for service at a location with an existing water meter that has been active within the 12 months prior to application may be given priority.
- Applications for service at a location having an existing water meter that has been inactive for 12 months or more prior to application, may be considered for approval subject to the following:
 - Meter will be upfitted for cellular read at the expense of the customer, which cost must be paid prior to connection. If upfitting isn't possible, meter will be replaced with newer, cellular read meter, at customer's expense.
 - Customer agrees to have installed, at customer's expense, a shutoff valve on the customer's line coming from the meter.
- Major leaks or other conditions with the potential to cause a loss of pressure in the immediate distribution system can put other water customers at risk. In the event of a significant, sustained leak behind the meter, the County reserves the right to cut off service. In order to have service reconnected, the customer must provide sufficient documentation from a licensed plumber, that the leak(s) have been repaired, and pay a \$75 reconnection

fee for a regular residential service or \$200 for commercial service (tap size 1” and greater). The cost of all metered water is the responsibility of the customer.

- Theft of water from the public water system is a crime. Taking water from any source other than a Talladega County water meter will be subject to prosecution.
- Applications for service at a location having no meter or no tap may be considered for approval subject to the following:
 - Property to be served must adjoin the County ROW or a dedicated public easement. If a public easement, the customer must provide evidence of the easement (ex. deed, plat, etc.).
 - Availability of water and capacity of system in the system or in the service area.
 - Many areas throughout the County are within the special flood hazard area. For new construction or renovation of existing structure applying for water service, customer must contact the Permit Inspector at the County Highway Department regarding flood zone status. The County cannot approve new service in flood zones without a permit.
- All fees must be paid before service can be connected.
- The County Water Department does not guarantee water pressures or service without interruption.

CUSTOMER POLICIES

Security Deposit

A deposit of seventy-five dollars (\$75.00) for residential and one hundred dollars (\$100.00) for commercial or multi-family service will be collected before water services will be turned on. The deposit shall be applied final billing and the difference refunded to the customer.

Monthly Billing:

Bills are mailed by the 20th of every month. It is the Customer’s responsibility to contact our office if bill is not received. Full payment is due in our office by the 15th of the following month. A 10% late fee is added beginning the 16th of the month to any remaining balance. If full payment is not received in our office by the 20th, service will be disconnected. Total balance due plus a seventy-five dollars (\$75.00) Reconnection Fee must be paid in our office before service can be restored.

Payments:

Payments can be made in the form of cash, check, or money order. Payments can be made at the Cashier’s window in our office or mailed to P.O. Box 58, Talladega, AL 35161. Please bring or include the office’s portion of your bill with payment. Effective December 1, 2022, payments may be made online – www.talladegacountyal.org .

Returned Checks:

A Returned Check fee of thirty dollars (\$30.00) will be applied to an account for all checks returned by the payer's bank for any reason and the checks must be redeemed by cash or money order only.

Water Rates:

Current water rates are published on the County's Website: www.talladegacountyal.org .

New Taps:

Current fees for a new Residential tap are published on the County's Website. New taps and meters must be placed on the same property where service will be established.

Service Lines:

The Water Department will be responsible for the maintenance of service lines from the water main up to and including the meter. The remaining portion of the water line beyond the meter shall be provided and maintained by the customer. If a leak occurs in the Customer's portion of the line, the water that passes through the meter is the responsibility of the customer the Customer. As the County purchases water from a provider, no adjustments can be made for leaks at this time.

Leaks:

All lines, plumbing, etc. on the customer side of the meter are owned by and are the responsibility of the customer. All water flowing through the meter will be charged to the customer. Therefore, customers are advised to regularly inspect their plumbing fixtures and repair any leaks as soon as discovered. Additional information on leaks can be found on the County's Website.

Meter Damage:

The cost of any damage to the meter, whether intentional or unintentional, through the actions of the Customer shall be repaired by the Water Department and billed to the Customer.

Acknowledgement:

Customer acknowledges that rates and policies for the Talladega County Water System are subject to change and it is the customer's responsibility to stay informed of current rates and policies.