

Acct #: _____

Customer Name: _____

Date Opened: _____

Service Address: _____

Employee Initials: _____

Best Phone #: _____

SERVICE AGREEMENT

1. PURPOSE. The City of Jewett and its water/sewer system are responsible for protecting the drinking water supply and sewer system from contamination or pollution. The purpose of this agreement is to notify each customer of the restrictions which are in place to provide protection. The City will enforce these restrictions to ensure the health and safety of the public and the receiving streams and lakes. Each customer must sign this agreement before services commence. In addition, when service to an open account has been suspended or terminated, the City will not re-establish service unless it has a signed copy of this agreement.
2. RESTRICTIONS. The following practices are prohibited by City and State and Federal Law.
 - a. No direct connection is permitted between the City water supply and a potential source of contamination. Potential sources of contamination shall be isolated from the City water supply by an air gap or an appropriate backflow prevention device. The City will have final say about what backflow device shall be installed.
 - b. No cross-connection between the City water supply and a private water supply (well) is permitted. These potential threats to the City water supply shall be eliminated at the service connection by installation of an air gap or a reduced pressure-zone backflow device (RPZ). Annual testing will be required at the customer's expense and the report brought to the city.
 - c. No connection which allows water to be returned to the City water supply shall be permitted.
 - d. No pipe or pipe fitting which contains more than 8% lead and no solder or flux containing more than 0.2% lead may be used for the installation or repair of plumbing at any connection which provides water for human consumption.
 - e. No sewer line will be left open to allow rain, dirt, trash, or debris into the City sewer system.
 - f. No rain gutter, pool backwash, or pool drain shall be tied into the city sewer system.
3. SERVICE AGREEMENT. The following are the terms for service between the City of Jewett and the undersigned customer. Any violation of the restrictions or this agreement could result in the termination of services to the customer.
 - a. The City will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the City water supply.
 - b. The Customer shall allow his/her property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City or its designated agent prior to initiating new service; when there is reasonable belief that a cross-connection or potential contamination exists or after a major change to the

property's water/sewer facilities. These inspections should try to be conducted during normal business hours but may possibly be done after hours if there is a potential major health hazard.

- c. The City shall notify the Customer in writing of any cross-connection or potential contamination which has been identified during any inspection. The City or its designated agent will do periodic re-inspections to ensure that the cross-connection or potential contamination hazard has had the proper means taken to rectify the cross-connection or potential contamination.
- d. The Customer shall immediately remove or adequately isolate any cross-connection or other potential contamination hazard on his/her property.
- e. The Customer shall, at his/her own expense, properly install, test, maintain any backflow prevention devices and make any repairs to prevent the cross-connection or stop the potential contamination hazard to the City's water/sewer supply. Copies of all testing and maintenance records shall be brought to the City.

4. **ENFORCEMENT.** If the Customer fails to comply with the terms of this Service Agreement, the City shall, at its option, terminate service to the property or properly install, test, maintain, or repair any backflow prevention device or piping that is causing a cross-connection or potential contamination hazard. Any expense associated with the enforcement of this agreement shall be billed back to the Customer. To include, but not limited to, parts, material, man hours, and equipment expenses.

5. **DOCUMENTS NEEDED FOR SERVICE.** These are the required documents needed to be shown to the City prior to service being started.

- Recorded Deed or signed Rental/Leasing Agreement
- Non expired Driver License or State ID Card
- Home/Cell Phone Number
- Work Phone Number
- Email Address

Customer Signature _____ Date _____

City of Jewett Signature _____ Date _____

+++++**FOR OFFICE USE ONLY**+++++

- *MUST attach a copy of DL or ID*
- *MUST attach a copy of recorded deed or lease agreement*
- *MUST attach a copy of proof of deposit payment*
- *MUST verify if they have a separate mailing address.*
 - *Different Mailing Address:* _____

WATER, SEWER, AND GARBAGE INFORMATION

Water bills are mailed out on or before the 1st of the month.

Water Bills are due by the 15th of the month.

Bills are late as of the 16th of the month. - \$10.00 late fee added.

If bills are not paid by the 25th of the month, service will be terminated on the morning of the 26th. Bills must be paid in the month they are due. Bills shall not cross into the next month without approval of the Mayor.

If service is disconnected for non-payment, a reconnect fee of \$30.00 will be collected with the late billing. Water will not be reconnected until water bill, late fee, and reconnect fee are paid.

Service transfer from one resident to another is \$50.00. The person who has their name on the water account must provide a written request to transfer service to another resident.

Minimum Water Bill: Minimum usage (0-2000 gals), Water \$30.00, Sewer \$30.50. Water is \$3.75 per thousand above 2,000 gals. Sewer is \$2.75 after 2,000 gals with a cap at 10,000 gals.

Garbage Service:

Inside City is mandatory. One poly cart - \$14.00. Two poly carts \$22.00.

Small businesses and outside city limits is optional. One poly cart - \$15.00. Two poly carts \$23.00.

Trash service is on Wednesdays. Poly carts need to be put out by the road by 7:00am. Trash service includes normal household garbage. All trash must be in bags and inside the poly cart. Unbagged trash or trash outside the poly cart will not be picked up. The city assigns the number on the poly cart to the name and address on the account. Refunds will not be issued until the poly carts are returned. If not returned, the cost of the poly cart (\$75.00) will be deducted from your deposit.

The City schedules two cleanup days per year for white products (refrigerators, couches, etc.). A Dumpster will be provided next to the City Hall during the cleanup. Residents are responsible for putting trash into dumpster. No tires, chemicals, batteries, paints, etc., are allowed. The City will pick up limbs and brush during the scheduled town clean up if possible. This is not an on-going service. The garbage contractor is Frontier Waste Solutions.

X _____ Date _____

Service Address _____