



NEW SERVICE APPLICATION (RESIDENTIAL)

Return completed application with a copy of your photo ID, proof of ownership/authorization (HUD, Settlement Statement, or valid lease agreement), and the required deposit to our office at 1000 2nd Ave Conway, SC 29526. E-mail utilitybilling@cityofconway.com with any questions.

APPLICANT NAME: _____ SSN: _____

TELEPHONE #: (____) _____ TELEPHONE #: (____) _____

DO YOU HAVE AN EXISTING ACCOUNT WITH US? YES or NO IF YES, DO YOU WANT TO TRANSFER YOUR DEPOSIT? YES or NO

CURRENT ACCOUNT # _____ DISCONNECTION DATE ____/____/____

NEW SERVICE ADDRESS: _____

ACTIVATION DATE ____/____/____ BANK DRAFT? YES or NO (PLEASE FILL OUT BANK DRAFT FORM)

Click Here to download the Bank Draft form.

IF YOU ARE RENTING THE PROPERTY, PLEASE FILL IN THE INFORMATION BELOW:

LANDLORD NAME: _____ TELEPHONE #: (____) _____

BILLING ADDRESS: (IF DIFFERENT FROM SERVICE ADDRESS)

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

WATER AND / OR SEWER SERVICE CONTRACT

The undersigned applicant for water and/ or sewer service agree, if applicable, to confirm to and abide by all the rates, rules and regulations provided by ordinance, code, resolution or otherwise of the City of Conway for water, wastewater and/ or garbage service as are now, or hereafter, in force and which are a part of this contract. Also, the applicant understands that if they are in city limits they will be billed for sanitation pick up regardless if used and will also be billed for storm water runoff according to the Storm Water Ordinance.

Applicant understands that the City of Conway has the right pursuant to the SC Debt Setoff Collection Act to collect any sum due and owed by the applicant through offset of the applicant's state income tax refund. If the City of Conway chooses, to pursue debts owed by the applicant through the Debt Setoff Collection Act, the applicant agrees to pay all fees and costs incurred through the setoff process, including fees charged by the Dept. of Revenue, the SC Association of Counties, the Municipal Association of SC and/ or the City of Conway. If the City of Conway chooses to pursue debts in a manner other than setoff, the applicant agrees to pay the costs and fees associated with the selected manner as well.

APPLICANT SIGNATURE: _____ DATE: _____

FOR OFFICE USE ONLY:

Date of Application ____/____/____ In City ____ Deposit Amount \$ _____ Service Charge \$ _____ Work Order ____

Billing Code 01 02 03 04 Sanitation ____ \$ _____ Cart Purchased _____ (Send form to PW for delivery)

Stormwater ____ Impervious Area ____ Restrictive Covenant Needed ____ (attach if required) Annexation Needed ____

Account # _____ - _____ REU ____ Transfer ____ From Acct _____ To Acct _____

Notes:

Employee Initials: _____

Payment Options

- Mail to City of Conway, PO Box 1075, Conway, SC 29528
- In person at 1000 2nd Ave Conway, SC 29526 City Hall Annex
- Payments may be placed in our drop box which is located in our drive-thru. Payments placed in the drop box after 8:00 a.m. will be credited to the customer's account on the next business day.
- Automatic Bank Draft (payments are deducted from a bank account on the 10th of every month)
- Visit our website and pay online at cityofconway.com
- Automated phone payment (call 843-248-1780 and press 1 to follow prompts for automated phone payments)
- **Credit card payments will not be taken over the phone by customer service representatives.**

Billing Cycles

- Billing Statements are mailed monthly and should be received around the 1st of every month.
- The customer is responsible for payment by the 15th of every month.
- In the event that you do not receive a billing statement, please contact a customer service representative for your account balance @ 843-248-1780.
- **Failure to receive a utility bill does not relieve the customer's obligation to pay the utility bill when due.**

Delinquent Payments

- Payments are due by the 15th of each month. Payments not received by the 15th of the month will incur a **5% penalty**.
- If we have not received payment by the 10th of the following month, you will be responsible for paying a **two-month** billing cycle and your account will acquire a **\$25.00 late penalty**.
- If your account becomes **60 days past due** and no payment has been made, your account will be **closed**.

Disconnection for Non-payment

- Your account that has two unpaid bills can be disconnected any time after the due date (the 10th) if your balance is not made current.
- If a disconnection of service occurs, service will be restored within the same business day that the bill is **paid in full**.
- Payments in full must be received by 4:00 p.m. to guarantee same day reconnection.
- A time for reconnections is not guaranteed.
- If your water is shutoff due to non-payment, all water faucets **MUST** be shutoff before a technician can reconnect your service.
- **Meter technicians will not reconnect your service if the meter indicates that water is flowing through the meter.**

Returned Checks

- Customers with checks returned to the City will be charged a **\$30 returned check fee**.
- If a check is returned the balance must be settled with:
 - **Cash**
 - **Money order**
 - **Credit/Debit card**
- Should a check return that was used to have services restored, services will be disconnected until the balance has been **paid in full**.

Meter Tampering

- If the water is reconnected by anyone other than a City technician or if the lock is broken, the account holder will be charged a **tampering fee and/or serve jail time**.

Leak Adjustments

- You must submit a completed Leak Adjustment Request Form.
- **Leaks must be repaired prior to the review of the account.**
- Paid receipts of repair(s) and/or materials must be submitted.
- No more than two leak adjustments will be given in a 12-month period.
- Your account must be **paid in full** and kept current until the leak adjustment is reviewed.

Changes in Occupancy

- Customers must complete and sign a **Discontinuation of Service Form**. This form is available on our website.
- Customers are **responsible** for the utility charges at the premises until a **Discontinuation of Service Form** has been submitted.
- A forwarding address will be required at the time of disconnection to mail the final bill and any possible **credit** from the deposit.

Customer Signature: _____ Date: _____/_____/_____

By signing this form, the consumer hereby acknowledges and agrees to the conditions of services.