VALLEY PUBLIC SERVICE AUTHORITY
P.O. BOX 340
GLOVERVILLE, SC 29828

OFFICE STREET ADDRESS:
442 Pine Street
Warrenville, SC 29851

APPLICATION FOR SERVICE

(Please Print Clearly)

CUSTOMER NAME(s): _____

SERVICE ADDRESS: _____

PHONE NUMBERS: Cell_____

Other_____

MAILING ADDRESS: _____

_____

LAST 4-DIGITS OF SOCIAL SECURITY # _____ (For account identification purposes)

EMAIL ADDRESS: _____

Requested Service Start Date: _____

_____ Customer agrees that a copy of the VPSA Policies and Procedures has been
(Initial Here) provided to them.

SIGNATURE BELOW WILL AFFIRM THAT ALL INFORMATION ON THIS FORM IS CORRECT.

CUSTOMER SIGNATURE: _____

DATE _____

Valley Public Service Authority
P.O. Box 340, 442 Pine St.
Gloverville, SC 29828
Office Number (803) 593-2053
After Hours Emergency (803) 593-2053

POLICIES & PROCEDURES:

Valley Public Service Authority renders monthly bills. Customers are billed on the first day of the month. **Payments are due by the 20th of the month**. If the 20th falls on a day that the VPSA Office is closed for the weekend or an observed holiday, then payments are due the next day that the office is open for business.

All monthly bills are mailed by the first day of each month. If you do not receive your bill within the first week of the month, it is the customer's responsibility to contact our office to determine the amount of the bill, and to remit payment by the due date. VPSA is not responsible for bills lost in the mail.

Bank Draft is available upon request and will be drafted on the 19th of each month, unless the 19th is on a weekend or observed holiday, in which case it will be drafted the first business day **before** the 19th. A Bank Draft application form must be filled out, with a voided check attached to it, and sent back to our office by the 1st week of the month for the payment to be drafted that same month. It is the customer's responsibility to notify the VPSA office if their bank account information changes, for any reason, in which case the customer must file a new Bank Draft application and a release form for the old account. To discontinue bank draft for any reason, a bank draft release form must be filed with the VPSA office.

Payments can be made online at the SecureUtilities.com website. You will need to get your PIN number from our office to be able to log into the website. Please note that you must receive a payment confirmation to ensure that the payment has been processed successfully. Please print or record the confirmation to serve as your payment receipt.

Payments can also be made in our office, via cash, check or debit/credit card, or by phone using a debit or credit card. There is a 3% surcharge for each credit card payment. There is also a drop box located next to the front office door.

Payments that have not been received in the VPSA Office at 442 Pine Street, Gloverville, SC on the due date by 5:00 PM will become delinquent, and a 10 % penalty will be applied to the account.

If the account becomes delinquent, an automated call will be sent to the phone number provided by the customer at least one day before the last day to pay before the service is subject to disconnection, to inform the customer that payment has not been received. **If full payment has not been received by 5:00 PM on the last day to pay stipulated, the account will be charged a $30 non-payment fee, regardless of whether the service has been disconnected yet or not**. **When a service is disconnected, there will be an additional $25 reconnection fee to restore service. Payments made online or left in the drop box after 5:00 pm will not be posted, or considered as paid, until the next business day. Maintenance personnel cannot collect payments when they are disconnecting service.**

Meters that are locked out due to non-payment will not be reconnected after 7:00 pm. Therefore, once a meter has been locked out due to non-payment, the customer will have until **6:30 pm that same evening** to call the office (or after hours answering service) and let the on-call employee know that they wish to pay the past due bill plus the $30.00 non-payment fee and the $25 reconnection fee in order to be reconnected that day. **If you do not let the on-call employee know that you wish to pay to be reconnected by 6:30 pm on the day that your service is locked out, your service will not be reconnected that evening.**

If your service is locked out, and you do not call to have it reconnected by 6:30 pm on that **same day**, then you can pay the full bill amount plus the non-payment and reconnection fees on a subsequent VPSA business day before 4:30 pm, to have the service reconnected on the same day that the payment is received. However, on any day after the initial "lock-out" day, if you wish to pay between the hours of 4:30 pm and 6:30 pm to have service reconnected that same day, then an **additional** after-hours service charge of $30.00 will be charged. This additional fee is necessary to offset overtime salaries incurred, as VPSA will only have an on-call employee scheduled for regular time after office hours on the initial lock-out day. **Again, no reconnection payments will be accepted after 6:30 pm on any date.**

In case of a returned payment by the customer's bank, **for any reason,** an attempt will be made to notify the customer via phone call, using the phone number on file. It is the customer's responsibility to make sure the VPSA office has a current valid phone number on file. The customer will have until 4:00 pm on the next business day to pay the amount of the returned payment plus a $25.00 returned payment fee to avoid disconnection. If this amount is not paid by 4:00 pm the next business day, or if the VPSA Office is unable to get in touch with the customer, the service will be disconnected. After disconnection, the customer must pay the amount of the returned payment, a $25.00 returned payment fee, and a $30.00 service charge (or $60.00 after-hours service charge) via cash, money order, or credit card before the customer's water service can be restored.

The User shall install and maintain, at their own expense, a water supply line and pressure regulator (if needed) to the dwelling or other property from the water meter. The User shall install a cutoff valve on their side of the meter. The User agrees to maintain the valve at their own expense. The User shall install and maintain, at their own expense, a sewer discharge line from the business or dwelling to the VPSA collection line (where sewer service is available). **ONLY VPSA PERSONNEL will be allowed to operate or partially close the valve on our side (the road side) of the water meter. The valve must be left wide open at all times. Tampering with a meter or turning a service back on that has been disconnected due to non-payment, or for any reason, will result in a tampering fee of $50 for the first offense, $250 for the second offense, and $500 for the third offense. Any instance of a meter box being straight piped, resulting in the inability to determine the amount of water used, will result in a $500 fee that must be paid before a meter will be installed in the box. Tampering with a meter or any part of a water service utility is against the law; and legal action may be taken by VPSA if deemed necessary.**

The User shall not connect any additional dwelling, residence, or business to be served through their meter, without the written consent of VPSA.

The User agrees to make no physical connection between any private water system, such as a private well, and the VPSA system. VPSA may, at any reasonable time, make inspections to enforce this regulation. **This type of physical connection is against South Carolina Law.**

In accordance with South Carolina State Law, all lawn irrigation systems must be protected by an approved backflow device. If the user installs a lawn irrigation system, the user must install, at their own expense, the proper backflow device, which must be tested by a certified tester. A copy of the certified test results must be provided to our office. VPSA requires that the device be retested every five years.

VPSA will assume no responsibility or liability for any property improvements or structures that have been placed or constructed within the boundaries of Valley Public Service Authority (VPSA) water and sewerage easements in the event of necessary repairs to VPSA's water and/or sewerage infrastructure on the property. The user acknowledges that they understand any driveways, carports, garages, plants, hedges, trees or any other type of structure or property improvements which are placed within the boundaries of VPSA's utility easement will be the sole responsibility of the customer, whether or not such structures existed prior to the customer's initial date of service with VPSA. In the event of a water or sewer leak or any necessary infrastructure maintenance, VPSA will have the authority to remove all or any portion of such structure as necessary to perform repairs and maintenance. The customer will be solely responsible for repairs or replacement of all such structures.

VPSA will assume no responsibility for damage to the User's plumbing, dwelling, or business due to a loss of water pressure, too much pressure, or the accumulation of air in the line, due to maintenance work being performed or malfunction of equipment.

The User will be held responsible for any unpaid bill or any damage done to the meter, valve, meter box, or regulator on their property. The User will be billed for the damages. (Tampering with a water meter in South Carolina is a misdemeanor).

VPSA office hours are 8:00 AM – 5:00 PM. Monday – Friday, except on observed holidays. Please visit our website at www.valleypublic.org for current news and information regarding the system.