

Public Water Supply District No. 1 of Jefferson County, Missouri
P. O. Box 646, 2970 Schneider Dr., Arnold, MO 63010
customerservice@pwsd1jeffco.org; 636 296-0659

Application and Water User Agreement

The undersigned applicant(s) (herein collectively "Customer") applies for water service by Public Water Supply District No. 1 of Jefferson County, Missouri (herein "District"), and if this application is approved:

1. Customer agrees to pay District a security deposit before commencement of water service, and all of the District's charges relating to water service in accordance with the District's ordinances, rules, regulations and policies, including water user fees in accordance with its then rates for all water metered to this residence/business (herein called "Premises") until the termination of water service.
2. Customer hereby agrees to abide by all ordinances, rules, regulations and policies now promulgated, or hereafter adopted, by the District. District reserves the right to suspend or terminate water service to the residence/business as may be reasonably required to maintain the District's facilities or as provided in the said ordinances, rules, regulations and policies in the event of any violation thereof, and which under some circumstances may be without notice. District further reserves the right to terminate water service to the residence/business in accordance with an agreement with Missouri American Water Company, Rock Creek Public Sewer District or other government agency, if any, for non-payment for sanitary sewer service provided to the Premises.
3. One or more units may be served through a master meter if approved by the District office. Appropriate application for master meter service must be made with the District in accordance with the policies of the District. Separate deposits must be paid for each unit and the accounts must be kept in the owner's name(s).
4. Customer agrees not to erect any structure OVER OR AROUND the District's meter pit to be installed on Customer's property, or already installed, in such a manner that would interfere with the District's access to said meter pit for repair or meter reading.
5. Customer agrees that water furnished by the District will not be connected in any way with water from another source and shall not install or make a cross-connection in the water system of the user.
6. The District shall have the right to enter upon the property to inspect the premises at any time during reasonable hours for necessary water sampling, water testing, or inspection.
7. **Disclaimer** - The District is not responsible for any water line between the meter and the residence/business, for any water line(s) within the residence/business, nor for damages caused by any leakage or breakage thereof, nor for damage to the premises due to the District turning on the water at the meter, nor for damages that would have been prevented by a water pressure regulator or that result from excess or low pressure.

Customer's Signature

Second Customer's Signature

Printed Name (Title)

Printed Name

Date

Date

SERVICE START DATE _____

FOR OFFICE USE

Account Number _____ **CID** _____ **Billed** ____ **Thursday of each month**

Photo ID ____ **Address Type: R C HU MU** **SD / SSD** _____ **PWSD Initials** _____

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Please Print

A driver's license copy is required for each person listed on the account. Applications can be emailed to customerservice@pwsd1jeffco.org.

Service Address: _____ **Arnold, MO 63010**

Billing Address (if different): _____

Primary Customer Name: _____

Birth Date: ____ / ____ / ____ SSN / License # / Federal ID # : _____
 Month Day Year

☐ Home: _____ ☐ Mobile: _____ ☐ Work: _____

Put a check mark next to your primary phone number:

Secondary Customer Name: _____

Birth Date: ____ / ____ / ____ SSN / License # / Federal ID # : _____
 Month Day Year

☐ Home: _____ ☐ Mobile: _____ ☐ Work: _____

Put a check mark next to your primary phone number:

Email Address: _____

☐ Check to enroll in paperless e-billing. An email will be sent with a verification link to complete sign up.

Preferred method of contact: ___ Email ___ Primary Phone Voice ___ Primary Phone SMS

Emergency Contact Name: _____ Phone: _____

*Someone other than customer on account.

Irrigation System: Yes___ No___ Pool: Yes___ No___

Multi-Unit: No___ Yes___ # of units Owner _____ Renter _____

If Renter, please complete owner information:

Name of Property Owner: _____ Phone: _____

Owner Address (if different): _____

Owner Email Address: _____

PWSD 1 Payment Options

Public Water Supply District 1 of Jefferson County offers a wide variety of convenient payment options for our customers. Simply choose the option that best suits your needs.

Payment Through Authority Pay Online Customer Portal

Our customer portal at <https://pwsd1jeffco.authoritypay.com/> allows customers access to account information and activity online, where you can pay bills and sign up for auto-pay and e-billing. (Service fees may apply; you will need Account Number and CID).

Payment By Phone

Amex, Discover, MasterCard & Visa cards are accepted at the office or over the phone (service fees apply). The new IVR system is available 24/7 and can take e-check payments as well: **888-768-9361** (service fees apply; you will need Account Number and CID).

Payment By Mail

If paying by check or money order through the mail, please send all payments with your payment stub. To avoid late fees, please mail your payment at least five-seven business days before the due date. Mailing address: Public Water Supply District 1, PO Box 646, Arnold, MO 63010.

Automatic Bank Draft

The worry-free way to pay your water bill. With this service, the amount of your monthly bill is automatically deducted from your bank account and credited to your utility account. There is no setup fee or charge associated with this method of payment. To set up Automated Bank Draft, simply log into the customer portal and follow the prompts to set-up AutoPay. You can also fill out the Auto Draft Application (available in the office or online at <https://pwsd1jeffco.com/all-forms-and-reports>) and email or mail to our office, along with a voided check.

Payment Drop-off Location

You may pay your bill in person at our office during regular business hours or utilize the secure Night Drop Box located on our fence. We accept cash, check, money orders and credit cards (Amex, Discover, MasterCard and Visa - service fees apply). To avoid longer wait times, please note that Mondays, Fridays and the first day after a holiday are normally very busy.

Payment Through Financial Institution Online Bill Pay

Many financial institutions offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account to pay the bill. Depending on the financial institution, they may or may not charge a fee for the service. Payments may take up to seven business days to post to the customer's account. Please consult with your bank for more information.

Rates & Policies

Listed below, you will find our current rates and policies. If you do not find the information you need, please contact our office and we will provide it for you.

Our community's water meters are read each month. Please contact our office for any additional information.

Standard Residential and Commercial Service Rates

Monthly Minimum: Water Included with Minimum Bill:	\$25.75 0-2000 gallons
<u>Tier (gallons):</u>	<u>Additional Cost Per 1,000 gallons:</u>
2,001-10,000	\$ 9.47
10,001-100,000	\$ 6.70
100,001-500,000	\$ 5.80
Over 500,000	\$ 4.40

Rates do not include MO sales tax and MO primacy fee.

Average Billing Examples

2,000	\$25.75
5,000	\$54.16
10,000	\$101.51
25,000	\$202.01

Rates do not include MO sales tax and MO primacy fee.

Security Deposit Charges

Residential	\$100.00
Commercial	\$200.00
Large Commercial/Restaurant//Industrial	To be determined

Customer Notification

Courtesy calls may be provided to notify customers of water service emergencies, high usage and delinquencies. Therefore, it is very important to always keep your information up to date with the District. Email and phone notification will come from reply@pwsd1jeffco.notification.authoritypay.com and 814-259-5121/814-259-5072/caller-id: LocalUtility.

Service Disconnection

Bills are due each month. All unpaid accounts are subject to disconnection if not paid by the due date. When service is disconnected, an additional security deposit plus delinquent fees will be applied to the account.

For reconnection of service, all charges must be paid by cash, money order, or credit card. If any payment is returned, account is subject for immediate disconnection and additional fees. Tampering fees will be applied if any service is turned on by someone other than District personnel.

Service Charges

Late Penalty	8%
Returned Check	\$25.00
Turn On Service	\$30.00
Turn Off Service	\$30.00
Delinquent Fee	\$60.00
Service Call After 4pm	\$100.00
Meter Tampering Fee – 1 st Offense	\$200.00
Meter Tampering Fee – Additional Offense	\$500.00
Broken Locks & Devices	\$50.00 (plus cost of repair/replacement)
Meter Testing	\$50.00
Extra Trip for Tap	\$100.00
Lock for Winter	\$25.00
Unlock for Winter	\$25.00
Spec. Book Ord. 6301	\$15.00

Only PWSD#1 employees and the Fire Department are allowed on District meters, valves and hydrants. Anyone else must have a valid permit from the water district. This is to keep our water safe and prevent the unnecessary costs of damage and water theft. If you see someone in a meter pit or on our hydrants, please contact the office and provide as much information as possible (location of hydrant, vehicle description, license plate number, and/or pictures).

Fire Hydrant Tampering:

1. First time offense – \$150
2. Second offense – \$1500.00
3. Third offense – company or individual will be prosecuted.
4. If the hydrant is damaged during any offense, District may also include a charge for water, time involved for personnel checking the problem, together with equipment/labor costs for repair or replacement of hydrant. This would be in addition to the tampering fee(s).