

## Instructions for Fax or Email Applications for Service

To complete your application for water and sewer services via fax or email, you must authorize payment of the deposit & connect on a CREDIT or DEBIT card (Bank Draft payments are not accepted on service applications).

Please sign the authorization below & return this page with your completed application and the following documents ...

- a) Copy of picture id
- b) Copy of the front of credit card noted below

**IMPORTANT: Your application will NOT be processed until all required forms are receive IN OUR OFFICE.**

***It is the customer's responsibility to CONFIRM that H2O has received your information!***

I hereby authorize **H<sup>2</sup>O Systems, Inc** to charge my

(Please circle one only) VISA MC DISCOVER

Cardholder Name:: \_\_\_\_\_

Card No: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

For the amount of One Hundred Dollars (\$100).

**Signature of Cardholder:** \_\_\_\_\_

**To return via email, send documents to [info@h2osystemsinc.com](mailto:info@h2osystemsinc.com),  
or fax your documents to (985)626-5033.**



Serving St. Tammany Parish  
Call Us Now: 985.626.5132  
Locally Owned & Operated

845 Galvez Street, Mandeville LA 70448-4934

[www.H2OSystemsinc.com](http://www.H2OSystemsinc.com)

## RESIDENTIAL APPLICATION FOR WATER AND SEWER SERVICES

PLEASE PRINT CLEARLY!!!!

APPLICANT'S NAME: \_\_\_\_\_  
(PLEASE ENTER THE NAME AS YOU WISH IT TO APPEAR ON YOUR BILL)

SERVICE ADDRESS: \_\_\_\_\_  
Street Address Apt No. City State Zip Code

MAILING ADDRESS: \_\_\_\_\_  
(IF DIFFERENT FROM YOUR SERVICE ADDRESS)

REQUESTED SERVICE DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

**ATTENTION: YOUR SERVICE REQUESTED DATE MUST BE ON A BUSINESS DAY!** We do not process work orders on weekends or holidays! We must have 2-3 business days to process the application. **If your requested service date is less than 24 hours from the date of application, there may be a delay in your service or you may be subject to an additional Same-Day Service Fee.**

Primary Phone #: \_\_\_\_\_ Is this # a cell phone or a home phone? \_\_\_\_\_

*By providing a primary phone number you will automatically be enrolled into our H2ODroplets Notification System; this system will notify you of any water outages or service activities related to your water and/or sewer services.*

\_\_\_\_ Please check here if you wish to receive ONLY emergency notifications.

Please complete the following information on your **SERVICE ADDRESS** location:

NATURE OF OCCUPANCY: (circle one) OWNER RENTER=LANDLORD \_\_\_\_\_

Please check all that apply: \_\_\_\_\_ POOL \_\_\_\_\_ SPRINKLER \_\_\_\_\_ GENERATOR

I HEREBY AGREE TO BE BOUND BY THE RATES & CHARGES, RULES AND REGULATIONS OF THE COMPANY PROVIDING WATER AND SEWERAGE SERVICE TO THE ABOVE SERVICE ADDRESS AS SET FORTH BY THE LOUISIANA PUBLIC SERVICE COMMISSION. BY SIGNATURE BELOW, I AGREE THAT I HAVE RECEIVED & REVIEWED THE CUSTOMER INFORMATION PROVIDED BY H2O SYSTEMS, INC.

Applicant's Signature: \_\_\_\_\_

PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**RESIDENTIAL APPLICATION (Page 2)**  
**FOR WATER & SEWERAGE SERVICES**  
PLEASE PRINT CLEARLY!!!

The following information is OPTIONAL but please read carefully as it pertains to automatic notification and online access to your account. All personal information collected with this application will be used by H2O only. In no case will the information provided be shared, sold, or otherwise made available for public inspection.

Email Address: \_\_\_\_\_ Alternate Email: \_\_\_\_\_

Social Security No: \_\_\_\_\_ Birthday: \_\_\_\_\_ Drivers License#: \_\_\_\_\_

**PLEASE NOTE:** If you wish to establish your account online, you must enter your Social Security Number or an Alternate PIN number: \_\_\_\_\_

Your PIN number will never be given out over the phone for any reason. If you forget your PIN number, we will send it to the email address listed above. If no email address is listed above, we will mail the PIN number to the current mailing address on the account.

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Please complete the following information if you wish to establish a CO-APPLICANT on your billing account. The CO-APPLICANT will have the right to change information on your billing account as well as cancel the service at any time without prior authorization from you.

CO-APPLICANT'S NAME: \_\_\_\_\_

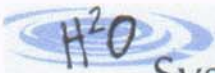
PRIMARY PHONE#: \_\_\_\_\_ ALTERNATE PHONE#: \_\_\_\_\_

Enter ID Code if you wish to establish security for the Co-Applicant to access your acct: \_\_\_\_\_

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ONCE YOUR ACCOUNT IS ESTABLISHED IN OUR BILLING SYSTEM, YOU WILL HAVE ACCESS TO YOUR ACCOUNT ONLINE THROUGH OUR WEBSITE, [WWW.H2OSYSTEMSINC.COM](http://WWW.H2OSYSTEMSINC.COM).

IF YOU DO NOT WISH TO ESTABLISH AN ONLINE USER NAME, BUT ARE INTERESTED IN **RECURRING BANK DRAFT OR CREDIT CARD PAYMENTS**, PLEASE ASK OUR ATTENDANT FOR THE APPROPRIATE PAPERWORK WHICH CAN BE COMPLETED DURING THE INITIAL APPLICATION PROCESS OR YOU CAN EMAIL ([INFO@H2OSYSTEMSINC.COM](mailto:INFO@H2OSYSTEMSINC.COM)) OR FAX (985)626-5033 THE INFORMATION TO OUR OFFICE. UPON RECEIPT OF THE COMPLETED FORM, WE WILL ESTABLISH THE RECURRING BANK DRAFT OR CREDIT CARD PAYMENT FOR YOU.



## Residential Information

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We, H<sup>2</sup>O Systems, Inc.), provide the water and sewer service for your new home. Our rates and charges have been approved by the LA Public Service Commission and are as follows:

**DEPOSIT ... \$60.00**

All deposits are retained by H<sup>2</sup>O Systems, Inc. until your move-out. After six (6) months, interest is earned at the rate of 4% per annum and credited to your account on an annual basis.

After discontinuance of service, the full deposit is refundable. Any interest earned and not credited to your account will be added to the deposit and all outstanding charges will be taken out of the deposit. The balance will be refunded to you on the 15th of the month following your discontinuance.

We may, at any time, require a customer to make and maintain a deposit as security for payment of bills for service. The amount of such deposit will be 2 1/2 times a customer's monthly bill or 2 1/2 times the anticipated monthly charge for service as determined by the company for a new customer.

**CONNECTION FEE .... \$40.00**

This charge is to cover the cost of establishing service upon change of customer where service has previously been established. This fee is non-refundable.

**Please make check payable to H<sup>2</sup>O Systems, Inc.**

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**Please read the following information carefully.**

***We will not waive charges added to your account because of lack of knowledge of our Rates, Rules & Procedures.***

**MONTHLY BILLING RATES**

1 Bedroom Unit - \$32.00

2 Bedroom Unit - \$40.00

\*\*Plus applicable taxes and fees charged according to regulatory authorities.

### **Monthly Billing Procedures**

The customer will be billed monthly, IN ADVANCE, meaning your bill will be for the current month's usage. Generally, the bill will be mailed from our office prior to the 5th of each month.

The customer will be given **20 days from the date of billing** to pay their bill. Any inquiries regarding the bill must be made PRIOR TO THE DUE DATE to avoid late penalty. Failure to receive bill does not avoid payment or late penalty. Your account is not considered paid until payment is RECEIVED in our office. We are not responsible for the timely delivery of the mail or for payments lost in the mail. Please allow sufficient time for the receipt of your payment through the mail.

On the 21st day after billing, a 5% late charge will be assessed to all outstanding balances. A past due notice will be mailed which will include a DISCONNECT DATE. PLEASE DO NOT IGNORE THESE NOTICES. If you feel the notice is in error, you must contact our office immediately. Service will be disconnected without further notice if payment has not been received IN OUR OFFICE prior to the disconnect date.

If disconnection occurs, a \$35.00 Reconnect Fee will be added to the customer's account. Service will not be reestablished until all unpaid amounts have been paid IN FULL, including the reconnect fee.

### **OTHER CHARGES**

**Reconnect Fee: \$ 40.00** This charge is for re-establishing service after disconnection for non-payment, failure to make deposit, fraudulent or seasonal use.

**Returned Check Charge: \$20.00** This fee is added to a customers account whenever a payment is returned FOR ANY REASON, i.e., NSF, bank error, closed account, no signature, etc.

**Service Call Charge: \$45.00** THIS CHARGE IS ADDED TO A CUSTOMER'S ACCOUNT WHENEVER H<sup>2</sup>O Systems, Inc. PERSONNEL ARE SENT TO CUSTOMERS PREMISES AT THE CUSTOMERS REQUEST DURING NORMAL BUSINESS HOURS OF MONDAY - FRIDAY 8AM TO 5PM AND THE PROBLEM REPORTED IS FOUND TO BE ON THE CUSTOMERS SIDE OF THE LINE.

**Tampering Fee: \$ 150.00** THIS CHARGE IS ADDED TO A CUSTOMER'S ACCOUNT WHENEVER ANYONE ILLEGALLY TAPS INTO THE SYSTEM BELONGING TO H<sup>2</sup>O Systems, Inc. OR IN ANYWAY DESTROYS OR TAMPERS WITH THE SYSTEM, INCLUDING METERS, METER BOXES, LINES, VALVES, FIRE HYDRANTS, ETC. THIS INCLUDES WHENEVER SERVICE IS RE-ESTABLISHED BY ANYONE OTHER THAN AUTHORIZED PERSONNEL OF H<sup>2</sup>O Systems, Inc.

**Collection Fee: \$ 15.00** This charge is for payments collected in the field when field personnel are sent to disconnect service. The reconnect fee will apply if the service has already been disconnected when payment is collected.

## **RULES AND REGULATIONS**

The rules and regulations below are for your benefit and do not include the complete set of rules and regulations approved by the Public Service Commission. If you would like a complete set of the rules and regulations, please contact our office at (985) 626-5132.

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*Please read the following information carefully.*

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**Customer Service Line.** Means the pipe and attached fittings between the property line and the customer's dwelling for sewerage service or the pipe and attached fittings between the meter and the customer's dwelling for water service. THE CUSTOMER IS RESPONSIBLE FOR THE CUSTOMER SERVICE LINE.

**Water Turn On, No Damage Responsibility.** When the customer requests a water meter to be turned on, it will be assumed that the customer knows the condition of his water and sewer plumbing, and utility company shall not be responsible for the injury to the customer or to the customer's employees or to the customer's property, premises, equipment or facilities caused by water and/or sewage escaping on or in the customer's premises or in the adjacent or other premises.

**Improper Plumbing.** Utility Company reserves the right to discontinue serving any customer, or not to commence serving any customer, whose plumbing does not conform to all regulations of the proper authorities.

**Escaping Water or Sewage.** Utility Company shall in no event be responsible for designing, constructing, inspecting or maintaining the Sewage and Water lines and fixtures on customers property nor for damage done by water or sewage escaping therefrom; customer shall make necessary and appropriate changes on account of changes of grade, relocation of mains or otherwise.

**Non-Interference with other Customers.** The customer shall not use the Sewage or Water service furnished in any manner that interferes with the rendering of proper service to other customer of utility company.

**Interruptions, Discontinuance, Suspension or Reduction in Service.**

(a) Sewer and/or water service is subject to reduction in level of service, interruption, discontinuance and/or suspension without notice due to equipment of facility failures or problems, or due to other operational problems, or due to repairs, extensions or alterations, or due to actions of and/or laws, rules or regulations of governmental authorities, or due to any factor beyond the utility company's control.

(b) Utility Company shall not be liable for any injury or damage to the user, customer, or any other person or entity for the reduction in level of service, interruption, discontinuance and/or suspension.

(c) A reduction in level of service, interruption, discontinuance and/or suspension as set forth in (a) shall not entitle any person or entity to a return or refund of any amounts.

**Sudden Discontinuance of Water Service.** Customers must provide against damage of any kind to any of their plumbing, equipment, facilities, machinery, boilers, etc., that might arise out of the sudden discontinuance of water service for any reason.

**Emergency Water Reservoirs.** Utility Company shall have the right to temporarily disrupt service in order to reserve a sufficient supply of water at all times to provide for fire or other emergencies.

**Water Pressure and Rates of Flow.** Utility Company does not guarantee any specific pressure for its water service, but utility company will endeavor to maintain 25 psi. However, in no case will the water pressure be less than that required by the LA State Sanitary Code.

**Access to Premises.** Utility Company shall have access to the customer's premises at all reasonable times and free of all tolls or other charges for the purpose of reading, testing or inspecting its meters, or lines or the customer's lines or other facilities, and for all other purposes necessary to enable Utility Company to render proper service to the customer and to its other customers.

**Landscaping.** Customer shall NOT plant landscaping in the general vicinity of the meter box of sufficient height and/or width as to obscure the meter box from the street. If the landscaping does, in the opinion of Utility Company, obscure the meter box, the customer will be given written notice to remove the obstruction within thirty (30) days. After this time, Utility Company will not be responsible for any damaged or removed landscaping.

**Disconnection of Service.** Water and Sewage service for any public or private use, may be discontinued and disconnected for any of the following reasons, and Utility Company shall not be liable for damages due to such discontinuance or disconnection for the following reasons:

- (a) For any incomplete or incorrect application information or non-submittal of deposit and/or connection charge.
- (b) For non-payment of any sewage or water bill for more than 26 days after same is due.
- (c) In case of vacancy of the premises or dwelling.
- (d) For violation of or non-compliance with any of the Rules and Regulations of Utility Company.

**Reconnection, Payments of Unpaid Accounts, Removal of Cause of Disconnection.** When service is discontinued or disconnected for any of the causes mentioned above, Utility Company shall not be required to restore service (i) until all unpaid accounts due from the customer to Utility Company have been paid in full including the reconnection charge and (ii) until the cause of the discontinuance or disconnection has been removed or remedied to the satisfaction of Utility Company.

**LIMITATION OF SUBSTANCES.** Nothing shall be allowed to go into Utility Company's sewer lines or mains except sewage from residences, office buildings, and other commercial uses. No substances that will damage, CLOG or adversely affect the lines and facilities of Utility Company shall be allowed. Utility Company may in its discretion require grease traps, and other devices or measures to protect its sewer lines, mains, lift stations and other facilities from receiving substances that may damage, clog or adversely affect the lines and facilities of Utility Company.