

Northeast Alabama Water (NEAW)

MAILING ADDRESS
P.O. BOX 681359
FORT PAYNE, AL 35968



PHYSICAL ADDRESS
2416 BECK INDUSTRIAL BLVD
FORT PAYNE, AL 35968

PHONE: (256)845-6186

FAX: (256)845-7621

WEBSITE: www.neawater.com

REQUIRMENTS FOR SERVICE

*Debit/Credit cards are not accepted for reconnect, transfer, or set meter.

RECONNECTS- To turn on existing meter, you will need to provide the following:

- ALABAMA ID • SOCIAL SECURITY CARD • METER NUMBER
- DEED IF YOU OWN THE PROPERTY • NOTARIZED RENTAL FORM IF YOU RENT PROPERTY
- \$100.00 DEPOSIT AND \$25.00 SERVICE CHARGE

TRANSFER- To transfer your existing service, you will need the following:

- ALABAMA ID • SOCIAL SECURITY CARD • METER NUMBER
- DEED IF YOU OWN THE PROPERTY • NOTARIZED RENTAL FORM IF YOU RENT PROPERTY
- \$25.00 TRANSFER FEE AND BRING CURRENT ACCOUNT TO BALANCE OF ZERO
- RAISE DEPOSIT IF NEEDED

SET METER- To have a meter set, you will need the following:

- ALABAMA ID • SOCIAL SECURITY CARD • NEIGHBOR'S METER NUMBER
- DEED IF YOU OWN THE PROPERTY • NOTARIZED RENTAL FORM IF YOU RENT PROPERTY
 - ❖ ¾ INCH - \$1050.00
 - ❖ 1 INCH - \$1350.00
 - ❖ 2 INCH - \$3000.00

DISCONNECTING- If you are needing to discontinue your service the account holder must contact office with account number and verify service. Please have the new billing address to update account, so you will receive the final bill and refund.



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PAY BY PHONE: 855-984-1197

BILLING RATES:

- 3/4 INCH METER 0 - 2000 GALLONS - \$28.43 MINIMUM
- 2 INCH METER 0 - 20,000 GALLONS - \$113.01 MINIMUM

PAYMENT OPTIONS:

- IN OFFICE • ONLINE • BY PHONE • BANK DRAFT
- GERALDINE TOWN HALL • NIGHT DEPOSIT • MAIL

***NORTHEAST WATER WILL ONLY TAKE THE LOCK OFF AND WILL NOT TURN THE WATER ON.**

YOU WILL RECEIVE A MINIMUM BILL EVEN IF YOU'RE NOT USING WATER

***EXPECT 2 TO 3 BUSINESS DAYS FOR SERVICES TO BE TURNED ON FOR REGULAR AND NONPAYMENT RECONNECTS**

***PHONE NUMBERS MUST BE KEPT CURRENT IN ORDER TO ASSIST YOU BETTER.**

CUSTOMER RESPONSIBILITIES

*The CUSTOMER shall be responsible for installing and maintaining a pressure regulator valve (PRV) and a cutoff valve on their line. The meter and related components (check valve, cutoff, etc...) serving the CUSTOMER's service shall remain the property of NEAW and shall not be used by the customer. Tampering with said meter/attachments may involve service being discontinued without notice. If a request is made to have the service left off at the meter, the CUSTOMER is still responsible to have their cutoff valve in the off position.

*Services provided by NEAW shall be supplied only to the applicant at the meter number in this contract. Customer shall not connect any other dwelling or property to the water service.

*NEAW shall have the right to restrict, control or discontinue service at any time during emergencies or repairs. NEAW shall not be liable for failure to furnish service for any reason beyond its control or for any loss, injury or damage to persons, plumbing or property resulting from such service discontinuance.

*To protect the overall system from being contaminated CUSTOMER agrees not to allow any cross-connection between NEAW service and a private well or any connection. If cross-connection takes place, service may be discontinued without notice.

*Failure to receive your bill will not relieve any payment obligation. Any unpaid balance will be subject to disconnection at any time; if not paid 5 days of the due date.

*NEAW reserve the right to discontinue water service at any time for failure to follow the rules and regulations.

CUSTOMER COPY



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AREA DUE DATES (The box checked will be your due date)

☐ Area 1 & 2- Is due the 23rd of every month.

☐ Area 3 & 4- Is due the 10th of every month.

BILLING RATES: RESIDENTIAL- \$28.43 MINIMUM, COMMERCIAL \$113.01 MINIMUM

***NORTHEAST WATER WILL ONLY TAKE THE LOCK OFF AND WILL NOT TURN THE WATER ON.**

THE FOLLOWING REQUIREMENTS WILL BE NEEDED BEFORE WATER IS TURNED ON:

- ☐ APPLICATION
- ☐ DRIVERS LICENSE
- ☐ SOCIAL SECURITY/ 2nd FORM OF ID
- ☐ PROOF OF OWNERSHIP (DEED OR NOTARIZED RENTAL)
- ☐ METER NUMBER
- ☐ \$125 DEPOSIT/SERVICE FEE (CASH OR CHECK ONLY)

ALL DEBT MUST BE PAID BEFORE SERVICE CAN BE CONNECTED

EMAIL THE REQUIRED DOCUMENTS TO THE FOLLOWING ADDRESS:

- ☐ MTIMMONS@NEAWATER.COM
- ☐ ATALLENT@NEAWATER.COM

Northeast Alabama Water, Sewer, and Fire Protection District Water User Agreement

Disclaimer: This document is strictly private, confidential and personal to its recipients. The information provided should not be distributed or produced in whole or part, nor passed to any third party.

THIS AGREEMENT between Northeast Alabama Water, Sewer, and Fire Protection District a public utility, and existing under and by virtue of the laws of the State of Alabama hereinafter the "Northeast Water", and the undersigned water user, hereinafter the "Water User".

WITNESSETH: That, whereas, the Water User desires to purchase water for domestic, commercial, agricultural, industrial, or other uses, from Northeast Water and enter into a Water Users Agreement as required by the By-Laws of Northeast Water.

1. Now therefore, in consideration of the mutual covenants provided herein, Northeast Water shall provide to Water User such quantity of water as the Water User may desire in connection with their occupancy and/or use of property located in the Northeast Water service area.
2. Northeast Water reserves the right to inspect the connections of all Water Users and have final decision-making authority regarding all connections to Northeast Water's distribution system including, but not limited to, whether said connection shall be permitted and whether said connection meets all applicable requirements Said connection shall not be permitted unless and until it is approved by Northeast Water.
3. Address/Description/Location _____

4. The Water User agrees and grants to the Northeast Water, and its successors and assigns the right of ingress and egress across the above property for the purpose of installing or maintaining pipelines or meters for service to water user, together with the right to utilize adjoining lands belonging to the Water User for the purpose of ingress and egress from the above-described lands.
5. Duly authorized agents of Northeast Water shall have access at all reasonable hours to the premises of the Water User for the purpose of installing or removing Northeast Water property, inspecting piping, reading and testing meters, or for any other purpose in connection with the Northeast Water service and facilities.
6. PRIOR TO SUPPLYING WATER SERVICE TO THE LOCATION, THE FOLLOWING MUST BE COMPLIED WITH: THE WATER USER SHALL PURCHASE AND INSTALL A PROPER CUT OFF VALVE AND BOX ON THEIR SIDE OF THE METER. THE WATER USER SHALL MAINTAIN AT THEIR OWN EXPENSE THE CUT-OFF VALVE AND SERVICE LINE WHICH SHALL BEGIN AT A POINT DESIGNATED BY NORTHEAST WATER. A BACKFLOW PREVENTER IS REQUIRED AT ALL LOCATIONS. (NEAW SUPPLIES THE BACKFLOW DEVICE ON ALL NEW RESIDENTIAL METERS).

_____ Initial

7. Northeast Water shall purchase and install a curb stop, water meter and meter coupling within a meter box comprising a service, provided use of the water is immediately desired. Such a metered service shall be installed off the Water User's property. At no time may the meter and computation equipment be fenced in or otherwise be made inaccessible to Northeast Water. The Northeast Water shall have exclusive right to use cut-off valve and water meter and to turn it on and off or maintain the service and equipment.
8. Northeast Water shall determine the allocation of water the Water User uses in the event of a water shortage.
9. In the event it becomes necessary for Northeast Water to shut off the water from a Water User's property for violation of the Rules and Regulations, a fee will be charged for reconnection of the service.
10. A fee will be charged for any tampering or damage done to the meter or other equipment of Northeast Water.
11. Northeast Water may shut off the water of a Water User who allows a connection or extension to be made to his service line for the purpose of supplying water to another user, separate residence, or separate business. Intent being to serve one household or business per meter. Water Users rate may change if multiple water connections are installed. If said additional connections or extensions are made without the knowledge and approval, in writing, of Northeast Water, a penalty may be charged in addition to the change in the Water Users rate.
12. The Water User agrees to claim no damage on account of the stoppage of the flow of water resulting from accident, or where necessary to make alterations, repairs or improvements.
13. The Water User agrees that no other present or future source of water will be connected to any waterlines serviced by Northeast Water waterlines. Water User shall disconnect from any present water supply prior to connecting to and switching to Northeast Water's system and shall eliminate their present or future cross-connections in Northeast Waters' system.
14. Northeast Water authorizes a \$1,000.00 fine to be imposed for any unauthorized use of a fire hydrant.
15. The Water User shall pay for such rates, times and places as shall be determined by Northeast Water.
 - A. Courtesy notification on past due bills may be sent to the customer via phone call after the regular monthly billing date. Whether or not notification is received, service will be disconnected if bill is not paid within 5 days after the due date.
 - B. Failure to receive bills or notices shall not prevent such bill from becoming delinquent nor relieve the customer from payment.
 - C. The failure of a Water User to pay water charges duly imposed shall result in the automatic imposition of the following penalties:
 - a) Payment made after the bill due date will be subject to a 15% late charge.
 - b) Non-payment within five (5) days from the due date will result in the water being shut off from the Water User's property.

_____ Initial

16. Upon failure to timely pay, the customer will be liable for all costs of collection, including, but not limited to, a reasonable attorney's fee, court costs, etc.

The foregoing notwithstanding, Northeast Water reserves the right to make or amend the By-laws and implement rules and regulations of the system from time to time, and the Water User agrees to abide by such changes upon notice thereof.

The Water User understands that a deposit and service fee will be collected upon reconnection of service, including, but not limited to, any outstanding balance owed by the Water User. Additionally, the Water User understands that any outstanding past due balance owed on a current or previous service must be paid prior to the approval and connection of any new service by Northeast Water.

Furthermore, Northeast Water reserves the right to report delinquent accounts to the State of Alabama as well as credit agencies, etc.

17. Northeast Water is only responsible for repairs and service on piping, equipment, etc. up to the meter to provide water service. Repairs and service on any piping, equipment, etc. past the meter are the customer's responsibility.

The following information is required for service:

Meter Number: _____

Name: _____

Service Address: _____

Mailing Address: _____

(IF TRANSFER) Previous Service Address: _____

Date of Birth: _____

Home Phone: _____ Cell: _____

Employer: _____

Social Security/ Tax ID: _____

Driver's License: _____

Email Address: _____ Print Bill: _____ Email Bill: _____ Both: _____

Spouse's Name: _____ Spouse's Social: _____

Spouse's DOB: _____ Spouse's Cell: _____

Do You Own: _____ or Rent: _____ If Renter, Owner's Name: _____

Owner's Home Phone: _____ Owner's Cell: _____

Signature: _____

Date: _____

Print Name: _____

_____ Initial