

# Fripp Island Public Service District

## Customer Information Sheet

### The Basics

Included with this information is a water and/or sewer service customer agreement. Please fill out the form as accurately and completely as possible. Read the second page of the agreement carefully, as it contains important information regarding customer rights and responsibilities. New accounts are created using the information provided on page one of the form, so please be sure to write legibly. The form may be faxed or mailed back to our office, but service **will not be provided** until we receive the completed form. There is a \$15 non-refundable administrative fee to establish a new account and/or transfer service to a new customer. This charge will appear on your first bill.

### Billing

The District bills quarterly and water meters are usually read during the last two weeks of the quarter. You can expect to receive your bills during the first week of January, April, July, and October. The billing period is the time period between meter readings—usually about 90 days.

Water and sewer rates are set by the Fripp Island Public Service District Commission, and are subject to change. Current rates are as follows:

#### *Water Rates:*

All residential single lots and multi-family units on Fripp Island are charged a base rate of \$36.00 per quarter. Water consumption is billed at the following graduating rates:

0—10,000 gallons/quarter/unit	\$2.35/1,000 gallons
10,001 – 50,000 gallons/quarter/unit	\$2.55/1,000 gallons
50,001 – 150,000 gallons/quarter/unit	\$2.95/1,000 gallons
over 150,000 gallons/quarter/unit	\$3.25/1,000 gallons

#### *Sewer Rates:*

All residential single and multi-family units served by the public sewer system are charged a flat rate of \$90.00 per unit per quarter. Sewer charges are not influenced by your water consumption. Public sewer service is not available to all of the lots on Fripp Island. If you are not sure whether your property has sewer service available, please feel free to contact our office.

Each year, the South Carolina Department of Health and Environmental Control bills the District for performing analysis to ensure the safety of our drinking water. This is generally a very small charge (approx. \$4.00), and will appear on the bill you receive in July of each year.

### Payments

When you receive your first bill, you will notice that the address provided for remitting payments is a post office box in Charlotte, NC. This is our lockbox payment processing center. It is equipped to handle payments only. Please do not send correspondence of any kind to this address. If you wish to contact us, please use the customer service contact information provided on page 2.

The District accepts payment in the form of a check or money order at both our office location and our payment processing center. Cash is also accepted at our office location. In addition, we offer an ACH bank draft option at no charge to our customers. If you would like more information about the bank draft

payment option, please contact our customer service office for details. The District does not accept credit or debit cards at this time.

For proper posting of your payment, please include the small stub from the bottom of your bill with your payment. Failure to include this stub can delay the processing of your payment by more than a week. You are encouraged to write your eight digit account number on all payments and correspondence.

Payment must be received in our office or the payment processing center by the due date printed on the bill, usually 30 days from the bill date. If payment is not received by the due date, a 1.5% finance charge will be added to the balance on the account and a past due notice will be mailed to the customer. The past due notice will state the balance owed on the account, including the 1.5% finance charge, and will inform the customer that, to avoid termination of service, payment must be received within 15 days. If payment is not received within the time frame allotted, service will be discontinued, and will not be restored until all past due charges and a \$60.00 reconnection fee have been paid.

### **Miscellaneous**

The District, upon your request, will temporarily disconnect your water service. While service is disconnected, you will still be responsible for paying the minimum quarterly charges. In addition, there is a \$45.00 reconnection fee to re-establish service.

If you sell your home, you must contact the District to request a water meter reading. This reading will be used to finalize your account. The District cannot terminate your account without your authorization. If a seller fails to contact the District by the closing date, he/she may be held responsible for all charges incurred up to the date of contact.

The Fripp Island Public Service District Commission meets on the second Tuesday of every month at 9:30 a.m. These meetings are open to the public and you are welcome to attend.

We welcome you to the District and look forward to serving you in the future. If you have any questions or concerns regarding your service or your account, please do not hesitate to contact our office. Thank you for your business!

### **Customer Service Office Location & Hours**

291 Tarpon Blvd.  
Fripp Island, SC 29920

Telephone (843)838-2400  
Facsimile (843)838-4900

Open 8:00 a.m. to 4:30 p.m.  
Monday through Friday



# FRIPP ISLAND Public Service District

291 Tarpon Boulevard  
Fripp Island, SC 29920

(843) 838-2400  
Fax (843) 838-4900

## WATER AND/OR SEWER SERVICE CUSTOMER AGREEMENT

### SERVICE LOCATION INFORMATION

Address where service is requested: \_\_\_\_\_

Phone # at service location (if available): \_\_\_\_\_

Requested beginning date of service: \_\_\_\_\_

### APPLICANT INFORMATION

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

Billing Address (if different from above): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone # (if different from above): \_\_\_\_\_ Mobile/Cellular Phone #: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Driver's License # (include state): \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Business Phone #: \_\_\_\_\_

### CO-APPLICANT INFORMATION

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

Social Security Number: \_\_\_\_\_ Driver's License # (include state): \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Business Phone #: \_\_\_\_\_

### ACCOUNT INFORMATION - OFFICE USE ONLY

Premise Number:	Customer Number:	Move-In Service Order Date:
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FRIPP ISLAND PUBLIC SERVICE DISTRICT  
WATER AND/OR SEWER SERVICE CUSTOMER AGREEMENT-page 2

SERVICE LOCATION: \_\_\_\_\_  
\_\_\_\_\_

I hereby request water and/or sewer service to the property identified above located within the Fripp Island Public Service District's service area. I agree to comply with the following rules and regulations of FRIPP ISLAND PUBLIC SERVICE DISTRICT:

1. In order to provide service, we must have a signed service agreement on file from the owner of a property and any tenant. Customers will be responsible for all bills until we are notified by the customer to disconnect service.
2. The District will repair any damages to the District's water system, water meter or laterals resulting from activities under control of the customer, and the customer, upon receipt of an invoice from the District, will pay the cost of the repairs.
3. It is the responsibility of the customer to keep the water meter accessible for reading. The customer shall remove any covering by soil, building materials, debris, etc.
4. Bills will be mailed quarterly and are payable upon receipt. If payment is not received by the "Due Date" shown on the bill, a finance charge will be added to the balance owed, and a reminder bill will be mailed to the customer.
5. Failure to pay the delinquent balance in full by the "Due Date" shown on the reminder bill will result in service being discontinued. If service is discontinued, payment of a reconnection fee in addition to the delinquent balance must be paid before service will be restored.
6. The owner of a rental property will be responsible for any unpaid balance left by a tenant. A suggestion would be for an owner to require a deposit from a tenant that is large enough to cover at least a minimum water and/or sewer bill.

BY LAW, DELINQUENT ACCOUNTS CONSTITUTE A LIEN UPON THE PROPERTY SERVICED. THE FRIPP ISLAND PUBLIC SERVICE DISTRICT HAS THE RIGHT TO FORECLOSE ON PROPERTY SERVED FOR FAILURE TO PAY DELINQUENT ACCOUNTS IN FULL.

Failure of the customer to comply with these rules and regulations will result in termination of water service to the customer, and service to the customer at other locations within the District's service area may be denied.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Applicant

**Note: Service cannot be rendered without the applicant's driver's license number and signature. A non-refundable \$15.00 administrative fee will be billed to the new account.**