

Terms for Water/Sewer Service

1. Applicants must be at least 19 years of age. The following information must be provided:
 - Identification – Valid state identification card
 - Copy of lease, if renting
 - Copy of proof of purchase, if buying
 - A notarized application is required, if it is not signed in person at the UBRC business office.
 - Authorization is required if an officer of the company does not make application for utility service.
2. Applicants must remit a ***non-refundable*** activation fee. An activation fee must be paid on each location under the customer's name each time service is activated.
3. Meters are read each month. Bills are mailed the last business day of each month. Current charges are due upon receipt, and become delinquent after the 25th of the month. A 10% penalty will be added to the delinquent amount. Water service, for delinquent accounts, will be disconnected the second Wednesday of the following month, or as soon thereafter as possible. Services disconnected for non-payment will automatically receive a \$50.00 reconnection fee. No reconnection will be made after normal business hours. Accounts in which reconnection has not been made within 7 days of disconnection will be final billed, and closed. Thereafter, customers requesting water service for the final billed account will be charged an activation fee plus any unpaid balance.
4. The Utilities Board of Rainbow City will not be responsible for postal mistakes. Failure to receive the bill will not relieve the customer of payment obligation, nor will allowances be made for payments that have been mailed, but not received in our office. The Board has an after-hours depository available, and accepts online payments at www.rbcwater.net.
5. Returned checks, or bank drafts, will be charged a \$50.00 service fee, and the bill will be regarded as unpaid. After three returned checks, or bank drafts, the customer may no longer pay via these methods.
6. Only one residence, or business, may be served from one meter. UBRC reserves the right to bill multiple residences, or businesses served from one water service as multiple units.
7. The point of delivery for water is to the meter. Any piping or equipment from the meter is the customer's responsibility.
8. The service (meter, box lid, etc.) does not belong to the customer, but remains the property of The Utilities Board of Rainbow City. Tampering fees shall be charged to customers when locking devices, or any part of the meter, has been broken, or tampered with by an unauthorized person.
9. All customers are required to have a cut off device on the service line between the water service and the residence for those occasions when the customer wishes to cut off their own water supply for repairs, etc. It is also our recommendation that the customer install pressure reducers on the customer's line when pressure is in excess of 80 psi.
10. All customers are required to have a back flow prevention valve on any premises that has sanitary sewer service and shall maintain such back up valve in good working condition.

11. Customers requesting temporary service of water (i.e. landlords for temporary cleaning or maintenance, realty companies showing a house for sale) for a period of not more than 14 days and will be charged a \$50.00 service fee.
12. The customer acknowledges that the Utilities Board does not warrant or ensure water to a customer, and that at times, when repairs are necessary, an interruption of service may be unavoidable.
13. This application for water service becomes a binding contract for the service provided by the Utilities Board and constitutes an agreement to abide by the rules and regulations governing these services, including timely payments and reasonable and diligent protection of utility metering and other equipment at the service location. Billing will be at current rates for class of service and adjusted periodically as determined by the Board. Any or all fees, rules or regulations listed are subject to change without prior or public notice.
14. The Utilities Board of Rainbow City may refuse to connect, or may discontinue services for the violation of any of its Rules and Regulations. Services may be discontinued for theft of water/sewer service, or the appearance of theft of devices on the premise of the customer. The discontinuance of service, as stated in this regulation, does not release the customer from his/her/its obligation to the Utilities Board of Rainbow City for the payment of minimum bills as specified in the Schedule of Rates & Charges included with this contract for water/sewer service.