

## **WATER, SEWER AND/OR WASTE DISPOSAL USERS AGREEMENT**

This agreement entered into between the Piedmont Municipal Authority and the occupant signing below is hereby understood and agreed by both parties as follows:

- The Piedmont Municipal Authority will provide, subject to the limitations set out in its rules and regulations now in effect or hereafter amended, and subject to availability, such quantity of water and/or waste disposal service as the occupant may desire in connection with the occupancy of the described property.
- The occupant agrees to comply with and be bound by the rules and regulations of The Piedmont Municipal Authority, now in force or hereafter legally supplemented and/or amended. The occupant also agrees to pay for water, sewer, and/or waste disposal service at such rates, time and place as shall be determined by The Piedmont Municipal Authority. The occupant also agrees to pay any penalties incurred for non-payment of the utility bill.
- The occupant is responsible for any charges incurred due to damages inflicted on PMA property, including but not limited to damage to the water meter, meter box, main line, transfer line, meter valve and/or meter lock.
- The Piedmont Municipal Authority shall have final authority in any question of location of service line connection to its water distribution and/or waste water collection system; shall determine the allocation of water to the occupant in the event of water shortage and may shut off water to occupant if allowing a connection or extension to be made to service line that has not been approved by the Piedmont Municipal Authority or for the purpose of providing water to another user.
- In the event the water supply shall be insufficient to meet the needs of the occupant or there is a city wide shortage, The Piedmont Municipal Authority may limit the water available or put restrictions on usage for certain occupants, as approved by the Board of Trustees and the occupant agrees to follow the necessary restrictions when put in place.
- The failure of the occupant to pay their water, sewer, and/or waste disposal charges shall result in the following penalties:
  1. Non-payment of charges by due date will be subject to a ten percent penalty (10%) of the past due amount.
  2. Non-payment of the charges within thirty (30) days from the due date may result in the utility services being shut off or discontinued.
  3. In the event it becomes necessary for PMA to shut off the water service or discontinue trash pick-up due to non-payment, a \$40.00 reconnection fee will be applied to the occupants account.
  4. Non-payment of the balance for a period of sixty (60) days or more shall constitute a termination of this agreement and all rights of the occupant to water, sewer, and/or waste disposal service shall terminate. Upon such termination, The Piedmont Municipal Authority may take such actions deemed reasonable and necessary to collect

balance owed, including all penalties, plus all court costs and attorney's fees incurred thereafter.

5. If, for any reason, your water meter is pulled due to the customer's request or for non-payment, there will be a \$300.00 fee to be paid in order to get the meter reset.

The Piedmont Municipal Authority has no liability to the occupant for disruptions of service due to water breaks, weather, catastrophic events, or any other events beyond the reasonable control of the Piedmont Municipal Authority. The occupant releases The Piedmont Municipal Authority of any liability for damages caused by the operation of the water, sewer, and/or waste disposal systems.

**Automatic Bank Withdrawal:** Payments will be drafted on the 15<sup>th</sup> of every month. If the 15<sup>th</sup> falls on a weekend, the draft date will be posted on the following Monday. Balance must be paid in full to set up Automatic Bank Withdrawal. All changes to the customer's automatic bank withdrawal have to be completed before the 1<sup>st</sup> of each month. Any changes after this date will be effective on the next month's billing.

**Payment Options:**

1. Online at [www.municipalonlinepayments.com/piedmontok](http://www.municipalonlinepayments.com/piedmontok)
2. Call 1-877-717-4656
3. Dropbox on the south side of the civic center. It is checked on a daily basis. **If the due date falls on a Friday or weekend, you must have your payment in the box by 8am on the following Monday morning in order to avoid a penalty.**
4. Bring your payment into the office during business hours.

**Water Meter Readings:** The normal read date for all meters is around the 15<sup>th</sup> of every month. If for some reason you believe that your reading was incorrect, the customer is responsible for contacting the Piedmont Municipal Authority to ask for a re-read before the 15<sup>th</sup> of each month. After the 15<sup>th</sup>, it is not guaranteed that a re-read can be completed.

**Trash:** Please put your trash out by 6:00 am on your trash day. If it does not get picked up on that day, please contact us the **following** morning and let us know. We will contact the trash company at that time. Due to some dirt road conditions, the trash company reserves the right to use their discretion on trash pick-up during inclement weather for the safety of their equipment and staff. Please remember the trash company is subcontracted through the City of Piedmont.

We recommend each customer signs up for the City's CivicReady program to receive notices on holidays and delayed trash pick-up. Visit [piedmont-ok.gov](http://piedmont-ok.gov) for more information.

The City of Piedmont provides spring and fall clean-up days for your trash service. Customers will be notified by mail.

If you have any further questions, please feel free to contact our Utility Billing Coordinator, Christen, at (405) 373-2000 or e-mail [christenh@piedmont-ok.gov](mailto:christenh@piedmont-ok.gov).