

Fripp Island Public Service District Customer Information Sheet

The Basics

Included with this information is a Water/Sewer Service Customer Agreement form. Please fill out the form as accurately and completely as possible. New accounts are created using the information provided on page one (1) of the form, so please be sure to write legibly. Read the second page of the agreement carefully, as it contains important information regarding customer rights and responsibilities. The form may be faxed or mailed to our office, but service **will not be provided** until we receive the completed form. There is a \$25 non-refundable administrative fee to establish a new account 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 (2) weeks of the quarter. Bills will be mailed within ten (10) business days of the end of the billing period. The billing period is the time period between meter readings—approximately ninety (90) days. You can expect to receive your bills during the first week of January, April, July, and October. Failure to receive a bill will not release the customer from payment obligations. If you do not receive a bill and are concerned that it may have been lost in the mail or delivered to an incorrect address, please contact our office.

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	\$2.50/1,000 gallons
10,001 – 50,000 gallons/quarter/unit	\$2.70/1,000 gallons
50,001 – 150,000 gallons/quarter/unit	\$3.10/1,000 gallons
over 150,000 gallons/quarter/unit	\$3.40/1,000 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 analyses 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 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 two (2).

The District accepts payment in the form of a check or money order, or cash at our office. We do not accept credit or debit cards at this time. An ACH bank draft payment option is available at no charge to the

customer. If you would like more information about the bank draft, please contact our office for details.

For proper posting of your payment, please include the 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. Payments received after 3:00 p.m. ET will be posted no earlier than the following business day. Payments mailed or delivered to our office instead of the payment processing center may take several days to post to your account.

Payment must be received by the due date printed on the bill. If payment is not received by the due date, a 1.5% finance charge will be added to the account balance 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 fifteen (15) days. If payment is not received by the date and time stated in the past due notice, a non-payment penalty of \$60.00 will be added to the account balance. Service will be discontinued on the first business day following the deadline stated in the past due notice, and will not be restored until all past due charges and a \$45.00 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. 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

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

Telephone (843)838-2400

Facsimile (843)838-4900

Web Address: www.fipsd.org

Email Address: contact@fipsd.org

Fripp Island Public Service District
291 Tarpon Boulevard
Fripp Island, SC 29920

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

WATER/SEWER SERVICE CUSTOMER AGREEMENT

SERVICE LOCATION INFORMATION

Service Location Address: _____

Service Location Telephone #: _____

Requested Beginning Date of Service: _____

OWNER INFORMATION

Name: _____

Mailing Address: _____

Home Phone: _____

Mobile Phone: _____

Email Address: _____

Social Sec No*: _____

Driver's Lic No: _____

Employer: _____

Business Phone: _____

CO-OWNER/APPLICANT INFORMATION (if applicable)

Name: _____

Social Sec No*: _____

Driver's Lic No: _____

Employer: _____

Business Phone: _____

*Social Security Number is not required to obtain service. SSNs will not be used for account identification purposes, but may be used for debt collection or reporting purposes.

ACCOUNT INFORMATION – OFFICE USE ONLY

Premise No: _____ Customer No: _____ MI Service Order Date: _____

**FRIPP ISLAND PUBLIC SERVICE DISTRICT
WATER/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. 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 past due notice will be mailed to the customer.
5. Failure to pay the delinquent balance in full by the "Due Date" shown on the past due notice will result in the assessment of a non-payment fee, followed by disconnection of service. If service is disconnected, 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 quarterly water and 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.

Customer Signature: _____ Date: _____

**Note: Service cannot be rendered without the applicant's driver's license number and signature.
A non-refundable \$25.00 administrative fee will be billed to the new account.**

Fripp Island Public Service District
Owner Guidelines for Establishing or Discontinuing Water/Sewer Service

Office hours are 8:00 am to 4:30 pm, Monday – Friday.

Office address: 291 Tarpon Blvd.
 Fripp Island, SC 29920

Website: www.fipsd.org
Email address: contact@fipsd.org

Telephone #: (843) 838-2400
Fax #: (843) 838-4900

1. When you purchase a home within our service area, please call the Fripp Island Public Service District to establish service. You are encouraged to call as far in advance of the closing date as possible. You will be asked some preliminary questions; then you will be provided with a “Water/Sewer Service Customer Agreement” (by mail, fax or email). You may also visit the Water & Sewer page of our website to download the form in .pdf format. This form must be completed and returned to the Fripp Island Public Service District before service will be provided.

2. When you sell your home, you must call the District to request a water meter reading that will be used to finalize your account, and to provide forwarding address information, if necessary. If a seller fails to contact the District by the date of closing, he/she may be held responsible for all charges incurred up to the date of contact. The District will transfer the service to the new owner without a break in service if both parties have contacted the District, and the new owner has completed the Customer Agreement.

3. Once notified of a change of ownership, the District will obtain a water meter reading, usually on the date of closing. The account will go into the new owner’s name effective on the date requested on the Customer Agreement. If the seller requests that their account be terminated and the new owner has *not* completed the Customer Agreement and returned it to the District’s office, the service will be disconnected until the form is received.

4. At this time, there are no connection charges or advance deposits associated with transferring existing service from one owner to another. There is a \$25.00 non-refundable administrative fee to establish a new account and/or transfer service to a new customer. This fee will appear on the new customer’s first quarterly bill.

5. The District does **not** transfer service to a renter or lessee. The District will, at the owner’s written request, mail the quarterly bills for the account to an alternate mailing address. The owner is responsible for all charges on the account, including, but not limited to, unpaid balances, penalties, non-payment fees and reconnection fees. It is the owner’s responsibility to update the mailing address for the account promptly upon any change.