

## **INSTRUCTIONS FOR NEW CUSTOMER SIGN UP**

- Please print the Water User Application with the Service Rules and Regulations.
- Fill out the Water User Application and sign at the bottom (1 page).
- For the Service Rules and Regulations, initial each page and sign the back (there are 4 pages).
- **FOR HOME PURCHASE:**
  1. We will need some type of documentation showing proof of purchase with your name and the property address (contract for purchase, HUD statement, any closing document) Please feel free to black out any information you are not comfortable with us seeing. We only need your name and property address.
  2. We will need a copy of each account holder's driver's license or photo I.D.
  3. You will have a \$100 Activation Fee for establishment of the account.
  4. If you have ever had a collection with us or have been sent to the collection agency, you will have an additional credit risk deposit of \$500 (1<sup>st</sup> occurrence) \$1,000 (2<sup>nd</sup> occurrence).
  5. We are next day service; therefore, if you come in one day, your service will be activated the following day. So, be sure to allow enough time, especially if it is on a Friday. We don't do unlocks or account set ups on Saturday or Sunday. We can set up service for you well in advance.
- **FOR RENTING THE HOME OR PROPERTY:**
  1. We will need a copy of your lease agreement or a signed letter from the homeowner or management company giving their authority for you to have water at the home.
  2. We will need a copy of each account holder's driver's license or photo I.D.
  3. You will have a \$100 Activation Fee and a \$300 rental deposit for establishment of the account.
  4. If you have ever had a collection with us or have been sent to the collection agency, you will instead have a \$500/\$1,000 credit risk deposit and \$100 Activation Fee.
  5. We are next day service; therefore, if you come in one day, your service will be activated the following day. So, be sure to allow enough time, especially if it is on a Friday. We don't do unlocks or account set ups on Saturday or Sunday. We can set up service for you well in advance.
- These documents should be emailed to [Tammy@marburywater.com](mailto:Tammy@marburywater.com) or [Heather@marburywater.com](mailto:Heather@marburywater.com) or brought to the office for processing. Please call our office at (205) 755-7949 to let us know you are sending the email. This will ensure faster time to get your account set up complete.
- If you are handling the process online, once the account setup is complete, we will call you and take a payment for the fees over the phone.
- As always, please do not hesitate to contact us if you have any questions or concerns. We are always here to assist you in any way. (205) 755-7949.
- Our office hours are Monday – Friday 7:30 a.m. – 4:00 p.m.