



CLAY COUNTY WATER & SEWER DISTRICT
P.O. Box 838
Hayesville, NC 28904
828-389-1361

APPLICATION FOR SERVICE

NAME: _____ **DATE:** _____

SPOUSE NAME: _____ **MOVE-IN DATE:** _____

HOME PHONE #: _____

CELL PHONE #: _____

EMAIL ADDRESS: _____

SERVICE ADDRESS: _____

MAILING ADDRESS FOR BILL (if different):

OWN () RENT () - PROPERTY OWNER NAME: _____

SERVICE REQUESTED:

BOTH WATER & SEWER () WATER ONLY () SEWER ONLY ()

CUSTOMER SIGNATURE: _____

(BY SIGNING YOU ARE AGREEING TO THE TERMS & CONDITIONS UNDER THE NEW SERVICE / EXISTING SERVICE – CUSTOMER NOTES ON ATTACHED PAGE)

OFFICE USE ONLY

ACCOUNT #: _____

Date of Security Deposit: _____ **Amount:** _____ **Paid By:** _____

Check () # _____ **Credit Card ()** _____ **Cash ()** _____ **Receipt #:** _____

Meter #: _____ **Meter Reading:** _____ **Meter Reading Date:** _____

Clay County Water & Sewer District

New Service & Existing Service – Customer Notes

1. Applicable System Development Fee, tap fees and a \$200 security deposit and an application for service are required for each account **before** connections are made.
2. Meters are to be set at customer's property line at the Clay County Water & Sewer District's discretion. Connection from a meter to dwelling is solely the customer's responsibility.
3. All meters and materials used to make connections from water main to the meter remain the property of the District.
4. Connection charges for new water and/or sewer taps will be quoted after property is inspected.
5. When establishing water and or sewer service, if costs exceed standard connection charges, the costs will be charged to the customer. Any and all under road boring and/or drilling of any kind required to make the connection is the financial responsibility of the customer.
6. Road pavement repair is the sole responsibility of the customer and must be satisfactorily completed before the connection to water and or sewer is made.
7. Prior to the Clay County Water & Sewer District commencing work on your project, the customer must produce satisfactory evidence of ownership, rights-of-way and/or easements required to make the connection.
8. All connections are required to have check valves, back-flow prevention and pressure reducing valves, if needed, at owner's expense. For all sewer taps, the responsibility of the District ends at the sewer tap. All remaining service connections to sewer tap are the responsibility of the customer.
9. Service will be terminated and/or the meter pulled for accounts that are more than 45 days delinquent or if your balance exceeds your security deposit on file.
10. Accounts not paid by the DUE DATE of each bi-monthly billing cycle will be charged a \$5 late fee for water service only, a \$5 late fee for sewer service only and a \$10 late fee for both water and sewer services. An account not paid in full (including any past due charges), by the last day of the billing month will be subject to shut-off. If the service is shut-off, a mandatory re-connection fee in the amount of \$100 will be charged. The \$100 re-connection fee and the past due balance must be paid in full before service is restored. Disconnection service will be restored within 24 hours of payment and during regular business hours. If partial payment is received on a past due account, that payment will first be applied to the past due charge with the remaining funds then being applied to the service balance.
11. Each customer of the Clay County Water & Sewer District will be allowed a maximum of **ONE**(1) utility bill alteration per year due to leaks on the customer's side of the water meter. The year runs from January thru December of each year.
12. Bills mailed/emailed every two months in Feb., Apr., Jun., Aug., Oct., Dec.
Which makes bill payments due every two months in Jan., Mar., May, Jul., Sep., Nov.

Clay County Water & Sewer District

News & Announcements

1. Effective immediately, Clay County Water & Sewer District will no longer send out late notice door hangars. If your bill is past due, your water service will be turned off no exceptions. You will have to pay a reconnect fee and past due amount in full to have your water service restored.
2. Each customer of the Clay County Water & Sewer District is allowed a maximum of ONE (1) utility bill adjustment per year to due to leaks on the customer's side of the water meter. The year runs from January through December of each year.

Payment Terms

Bills are due when rendered. If payment is not received by the due date, a late fee of \$5.00 per type of service will be added to the bill. Any PREVIOUS BALANCE must be paid immediately to avoid an interruption of service. If your service is discontinued for non-payment, the total balance on your account, plus a service fee, must be paid before service is reinstated.

Reconnection: \$100.00 Fee

Service Charge on Returned Checks: \$35.00

Payment Options

- **In Person**

Clay County Water & Sewer Office, 345 Courthouse Drive, Hayesville, NC (in basement of Health Dept)
Turn Left on Sally Port Road – parking lot is on the right
Cash, Checks, Money Orders, Debit, Visa or Mastercard

- **Mail Payment**

Please include your account # on the check memo line.
Send payment stub with check or money order to:
Clay County Water & Sewer
P.O. Box 838
Hayesville, NC 28904

- **Automatic Bank Draft**

Contact our office for an application. No Fee. Drafts occur on the 15th of the month the bill is due.

- **Pay By Phone**

Pay by phone with debit or credit card by calling (828) 389-1361. No Fee. Card information is not retained.

- **After Hours Drop Box**

Located on the building near the Office Door
