

IRWIN COUNTY, GEORGIA  
MYSTIC WATER SERVICE AGREEMENT

**New Accounts**

Customers that are moving into a previously occupied home with previous water service must pay a deposit to start water service in the new customer's name. Deposits will be refunded after the account is closed and paid in full. Otherwise, the deposit is applied to the balance on the account.

Owners will be required to provide proof of ownership and a photo ID. Renters will be required to provide signed documentation (lease or rental agreement) for the property and a photo ID to verify that the resident is legally entitled to occupy the residence.

**Meter Readings**

Every effort is made to read meters according to a 30-day cycle. However, holidays/weekends, inclement weather, and emergency work requires us to alter our meter reading schedule slightly. If the water usage seems higher or lower than "normal", or you feel that there is an error on your bill, customers are encouraged to call our office during normal business hours to discuss the issue with customer service.

**Billing & Payments**

We bill monthly. Therefore, customers will receive a bill approximately every 30 days (all due dates and collections dates are as printed and may vary slightly from 30 days due to timing in relation to the work week. Customers are responsible for paying their bills on time. If a customer does not receive a bill, it is the customer's responsibility to call our office to check the balance and notify customer service that a bill was not received. Mystic Water IS NOT responsible for misdirection, undelivered, or lost mail.

Payments are due by the due date listed on the bill, but will generally be due on the 15<sup>th</sup> day of each month. All due dates and collection dates are as printed on the bill and may vary slightly from the standard due date depending on the meter read date.

**Late Fees & Policies**

The due date is listed on each bill. The due date is approximately 15 days from the bill date. Any payment received after the due date is considered late and is subject to a 10% late fee on the total bill.

**Collections**

Water service may be suspended to an account, and service lines may be locked due to non-payment. A disconnect notice will be send and/or delivered to the service address prior to disconnect. Disconnection notices will have a date indicated of when your water service will be terminated due to non-payment.

**Vandalism**

The meter box, meter, transmitter, and valve inside the meter box are the property of Irwin County, Georgia Mystic Water. Customers should under no circumstances tamper with any equipment inside the meter box. Should you require the water to be temporarily turned off for any reason, please call the office during normal business hours.

Any customer who tampers with a meter, valve, or any other property of Irwin County, Georgia Mystic Water is subject to a service charge of \$100 AND any and all repair costs resulting from misuse or vandalism. If it is discovered that any vandalism of any kind has occurred, the authorities will be notified to handle accordingly.

The meter lid, meter boxes, transmitter, valve, and any other water infrastructure is considered sole property of Mystic Water. This policy is strictly enforced to protect the water infrastructure and to provide the best service possible to our customers.

**REQUIRED**

**Returned Payments**

Mystic Water charges a service fee for returned payments of any kind. In addition, if a utility account has 2 payments returned at any time during the life of the account, the customer will no longer be able make payments of that kind. Cash will be required for an undisclosed amount of time.

**Emergencies**

Our staff is available 24 hours a day, 7 days a week to respond to system emergencies. Emergencies of this nature include: Major Leaks.

Storm Damage hindering water services.

Any other event that causes homes to be without water service or causes an imminent threat to life or property.

**ALL OF THE WATER COMPONENTS BETWEEN THE METER PROVIDED BY MYSTIC WATER AND THE HOME RECEIVING SERVICE ARE CONSIDERED PRIVATE PROPERTY AND ARE THE RESPONSIBILITY OF THE CUSTOMER. MYSTIC WATER IS NOT RESPONSIBLE FOR WATER COMPONENTS PAST OUR METER/METER BOX.**

As a Mystic Water Utility Customer:

I AGREE TO USE THE WATER ACCORDING TO THE RULES AND REGULATIONS OF IRWIN COUNTY, GEORGIA MYSTIC WATER AND TO PAY FOR SERVICES IN ACCORDANCE WITH THE RATES APPROVED BY THE IRWIN COUNTY BOARD OF COMMISSIONERS WITHIN 15 DAYS OF THE BILL DATE AS INDICATED BY THE DUE DATE ON YOUR WATER BILL. **I AUTHORIZE THE COMPANY TO DISCONTINUE SERVICE UPON MY FAILURE TO PAY FOR SERVICES RENDERED.**

I AGREE TO PAY ALL EXPENSES INCLUDING REASONABLE ATTORNEY’S FEES INCIDENT TO COLLECTIONS BY MYSTIC WATER IN LEGAL ACTION FOR WATER SERVICE RENDERED TO ME BY MYSTIC WATER. WHEN SERVICE IS DISCONTINUED, THE AMOUNT OF THE CUSTOMER’S DEPOSIT WILL BE REFUNDED UPON PAYMENT IN FULL OF ANY AMOUNTS DUE TO MYSTIC WATER.

I AGREE THAT I WILL CLAIM NO DAMAGES AGAINST IRWIN COUNTY, GEORGIA MYSTIC WATER RESULTING FROM UNFORSEEN CIRCUMSTANCES, REPAIRS AND MAINTENANCE OF WATER SYSTEM, OR ALTERATIONS THAT CAUSE TEMPORARY HALTS IN WATER SERVICES.

I AGREE THAT THE PHYSICAL ADDRESS LISTED ON THIS SERVICE AGREEMENT WILL ONLY UTILIZE RESIDENTIAL WATER SERVICES FOR ONE (1) DWELLING. I UNDERSTAND THAT IF IT IS DETERMINED BY MYSTIC WATER THAT ANY VIOLATION OF THIS SERVICE AGREEMENT WILL RESULT IN DISCONNECTION OF SERVICES AND TERMINATION OF THE UTILITY ACCOUNT.

PHYSICAL ADDRESS FOR WATER SERVICE: \_\_\_\_\_  
\_\_\_\_\_

Sign and print your name below as the individual responsible for the utility account.  
By signing below, you certify that you have read, understand, and agree to abide by the service agreement.

\_\_\_\_\_  
Signature of account holder

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Full Legal Name

**REQUIRED**