

APPLICATION PROCEDURES

Complete application for each service address, present valid photo i.d., make payment of required deposit + fees and provide proof of ownership or type of occupancy, prior to water service being provided to user.

Make checks or money orders payable to: Truby, Inc.

Normally we schedule to meet the customer, so that we can unlock the meter and turn the water on while someone is in the house, however, if other arrangements have been made we can accept application by mail or the drop box.

If returning by mail or in drop box, enclose completed application, photocopy of photo i.d., proof of occupancy/ownership and payment for deposits & fees.

Mail payment to: Truby, Inc., P.O.Box 2826, Cumming, GA 30028

OR

Overnight drop box located on Riviera Drive
(*NOT responsible for cash - checks or m.o. ONLY*)

Applications, deposits, fees and valid photo i.d.'s must be presented prior to service being turned on.

Business Phone Hours are Monday – Friday, 9:00 a.m. – 5:00 p.m.. (770) 886-0005

Appointments scheduled after 5:00 p.m. or on weekends/holidays are subject to an additional fee for after hours service.

Directions to Overnight Drop Box: Pilgrim Mill Road, turn right on Pilgrim Point Road (3rd paved road on right past Citgo / Daniel's at light).

At first stop sign turn right onto Catalina Drive.

At stop sign (end of road) turn left onto Riviera Drive.

Mailbox will be on your left (about 3 blocks, number on post is 3675 - Riviera Drive).

Mailbox is black with a padlock, on blue post, marked "NO CASH".

If you follow this street to the end it comes back out to Pilgrim Point Road., make a left to go back to Pilgrim Mill Road.

OFFICE USE ONLY

Date Beginning: _____ Beginning Reading: _____

Deposit: _____ Pmt Meth: _____

Photo ID Type: _____ No. _____ Expires _____

Account#: _____ Authorized: _____

APPLICATION FOR SERVICE

photo i.d. and proof of type of occupancy (own/rent/lease-purchase) 03/2003
(770) 886-0005

P.O. Box 2826, Cumming, Georgia 30028

Service Address: _____ Effective Date: _____

Last Name: _____ First Name: _____ Middle Initial _____

Social Security # _____ Date of Birth: _____

Spouse(Must have the same last name or provide proof): _____ Social Security #: _____

Home Phone _____ Other # _____ Work Phone _____

Mailing Address if different than service address: _____

Email Address(es): _____

Rent? _____ (or) Lease-Purchase? _____ Lease Term _____ (or) Own? _____ (Proof required)

If rent or lease-purchase, Home Owner's Name: _____

If previous Truby, Inc. customer - previous address: _____

PLEASE READ THE FOLLOWING AND SIGN BELOW IF YOU ACCEPT SERVICE HEREIN

For questions regarding your account, please contact the office **during business hours**. Use the emergency number for EMERGENCIES ONLY (*i.e., leak*): use in a non-emergency situation may result in a charge to your account to cover any associated expenses.

Deposit rates vary as follows: Owner/Landlord accounts (proof required) have a lesser deposit or Rental/Lease-Purchase accounts have a higher deposit. Deposits and applications are required on every service address. Additional deposits may be required in certain situations. The deposit amount is refundable after service is discontinued, less any outstanding charges. Refunds normally will be issued during the next regular billing cycle, after 30 days from deposit of any payment on account. An Administrative Fee is assessed on all new or transferred accounts. This amount is non-refundable.

Meters are read monthly. Partial months will be pro-rated according to days and usage. There is a minimum monthly bill and overage is billed at a price per gallon. There will be a 10% late fee on past due amounts. A Trip Fee may be assessed in certain situations (*i.e., collection at the door*). All payments apply to past due amounts first.

Fees are subject to change with 30 (thirty) days notice. Any account with a payment returned unpaid will be subject to fees, may be charged an additional deposit, and will be on a MONEY ORDER ONLY basis for all future billings.

Service is subject to disconnect without further notice if any amount is past due on your account. If disconnected, you will be required to pay all outstanding charges including a reconnect fee and possibly an additional deposit. These amounts must be paid (Cash or money order) prior to restoration of service. There will be a charge imposed for any lock removed or damages incurred and possible prosecution of theft of services and/or removal of meter, in which case a reinstallation fee and other fees may apply.

To close your account you must notify Truby, Inc. in advance of what business day service is to be discontinued. Accounts not closed may continue to accrue charges and may forfeit any deposit amounts.

Any outstanding charges from any previous account must be paid before Truby, Inc will consider any future service.

I understand that it is my sole responsibility to have a properly installed and approved backflow diverter and pressure regulator installed on my side of the meter. I further understand that any parts, connections, breaks, etc. on my side of the water meter are my sole responsibility. I understand that I must provide unhampered access to my water meter at all times and that Truby Inc. assumes no responsibility for items placed in the right-of-way or utility easement.

I understand that any water rationing put in place by Truby, Inc., Forsyth County, the State of Georgia, or the Environmental Protection Division for this area applies to me and are subject to warnings, fines, and/or disconnection of service.

I hereby agree to accept the service herein applied for subject to the policies, ordinances, rules and regulations now in effect or that may hereafter be adopted by Truby, Inc.

I FURTHER UNDERSTAND THAT FAILURE TO RECEIVE A BILL DOES NOT RELIEVE MY OBLIGATION FOR SERVICE RENDERED.

_____ Signature _____ Date

OFFICE USE ONLY

Date Beginning: _____ Beginning Reading: _____

Deposit: _____ Pmt Meth: _____

Photo ID Type: _____ No. _____ Expires _____

Account#: _____ Authorized: _____