

TRUBY WATER

In accordance with Georgia Code Section 36-60-17 a record of identifying information must be kept on the user(s) of water service. Persons applying for new service must present a photo i.d. and proof of type of occupancy (own/rent/lease-purchase) 03/2003

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.

Portal for payment on line: <https://truby.secure.munibilling.com/>

You will need an account number and access code, which will be listed on your first invoice. You can pay with a credit or debit card for 2.5% of the total, or with an Echeck for \$.50. These payments can be made on the portal or by calling the office. Call if you have any trouble setting up your account.

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

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 at 111 Industrial Park Dr, Cumming, GA
(*NOT responsible for cash - checks or money order ONLY*)

Applications, deposits, fees and valid photo ID must be presented prior to service being turned on.

Business Phone Hours are Monday – Friday, 7:30 to 4:30. (770) 887-3211

Overnight Drop Box: 111 Industrial Park Dr, Cumming, Ga 30040

Renting / Lease Purchase: \$150.00 deposit + \$25.00 application fee

Own: \$100.00 deposit + \$25.00 application fee

Contact: 770-887-3211

OFFICE USE ONLY

Date Beginning: _____ Beginning Reading: _____

Deposit: _____ Pmt Meth: _____

Photo ID Type: _____ No. _____ Expires _____

Account#: _____ Authorized: _____

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APPLICATION FOR SERVICE

(770) 887-3211

P.O. Box 2826, Cumming, Georgia 30028

Service Address: _____ Effective Date: _____

Last Name: _____ First Name: _____ Middle Initial _____

Email address: _____ Spouse: _____

Home Phone _____ Cell _____ Work Phone _____

Mailing Address if different than service address: _____

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

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

If previous Truby Water Customer - 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 Water 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 Water 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 Water 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 Water, 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 Water.

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: _____