



MarCo

Rural Water Company, Inc.

Post Office Box 1139
Marion, South Carolina 29571

1935 Senator Gasque Road
843-423-4680
Fax: 843-423-4536

Your Name: _____

Service Address: _____

Mailing Address: _____

Home / Cell Phone: _____ Social Security #: _____

Drivers License #: _____ State: _____

Gender: Male: _____ Female: _____

Applicant's place of employment: _____

Have you previously had service with Marco? Yes? _____ No? _____

Will you be residing at this address? Yes? _____ No? _____

Own? _____ Rent? _____

If renting, from whom? _____ Phone # _____

Number of persons residing in this household: _____

Name of spouse and adults living in house: _____

Please provide us with the name and social security number of an authorized person to request information and make any changes to your account. **(OTHER THAN YOURSELF)**
This gives them full access to disconnect also.

Authorized Name: _____ SS# _____
(OTHER THAN YOURSELF)

Your Signature: _____ Date: _____

Marco Rural Water is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



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OFFICE HOURS:

MONDAY – THURSDAY 8:30 AM UNTIL 5:00 PM
FRIDAY 8:30 AM UNTIL 1:00 PM

Water meters are now being read electronically and/or by satellite. These meters and boxes **CANNOT** be run over by mowers, cars etc... **If your meter and/or accessories are damaged, you will be held responsible to pay for any damages to be repaired or replaced.** Please be careful to protect these meters and boxes from any damage.

If your water service is **DISCONNECTED** for any reason (non-pay, request, etc...) it is **YOUR** responsibility (the customer) to make sure that everything is turned **OFF** when the water service is **RECONNECTED**.

WE OFFER WEB AND OVER THE PHONE BILL PAY !

VISIT OUR WEBSITE @: WWW.MARCORURALWATER.ORG OR CALL: 843-874-4153
THERE IS A CONVENIENCE FEE VARIABLE UPON THE AMOUNT OF YOUR WATER BILL
DRAFT IS ALSO AVAILABLE @ NO CHARGE TO YOU

FOR YOUR CONVENIENCE WE HAVE AN **EXPRESS LANE DROP BOX** LOCATED BESIDE THE FIRE DEPARTMENT. THERE IS ALSO A DROP BOX LOCATED AT THE DRIVE THRU

YOU MAY PAY YOUR BILL WITHOUT A PENALTY AFTER THE 15TH BUT PRIOR TO 8:00 AM THE NEXT BUSINESS DAY AT THE DROP BOX OR THE EXPRESS DROP BOX, UNLESS IT FALLS ON THE WEEKEND OR HOLIDAY THAT MARCO IS CLOSED, YOU WILL BE GIVEN THE FOLLOWING BUSINESS DAY.

EXAMPLE: THE 15TH FALLS ON A SUNDAY, YOU WILL BE GIVEN UNTIL THAT TUESDAY AT 8:00 AM TO PAY

BY SIGNING BELOW, I UNDERSTAND AND AGREE TO THE TERMS ABOVE

SIGNATURE _____ DATE _____

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APPLICATION FOR SERVICE: Paperwork must be completed in our office prior to 4:00 Monday thru Thursday and 12:00 on Friday.

A water user's agreement must be signed.

Proof of ID, Social Security card, 911 address and valid phone number is REQUIRED
If renting, a rental agreement is required.

A membership fee of \$5.00 must be paid. **This \$5.00 will be applied toward final bill when service is disconnected.**

A set up fee of \$45.00 must be paid. **This is non-refundable.**

(Where water service has never been on property)

A membership fee of \$5.00 must be paid.

This \$5.00 will be applied toward final bill when service is disconnected.

A ¾" Tap Fee is \$895.00 **This is non-refundable, once tap has been installed.** A cut-off Valve will be installed on customer side of meter box. It will be the customer's responsibility to hook up to the cut-off valve box and maintain any maintenance required on the cut-off valve once it has been installed.

All meters are read between the 1st and the 10th of each month. Bills are usually mailed out around the 20th of each month and become **PAST DUE** after the 5th of the following month. If bill remains unpaid as of 8:00 am the next business day following the 15th in the amount of \$10.00 or above, a **\$15.00 LATE CHARGE** automatically applies and must be included in payment. **No PARTIAL** payments will be accepted.

An unpaid balance of \$20.00 or more, as of the next business day, will result in water being cut-off with no further notice. As of the 16th, or the following business day, all unpaid water or sewer accounts will be **disconnected**, adding a **\$25.00 RECONNECTION FEE** to your bill.

Failure to receive a bill will not release (YOU) the customer from payment obligation. We DO NOT give out any information pertaining to your account on the last day due. NO CALLS PLEASE.

In the event the 15th falls on the weekend or a holiday that MARCO is closed, you will be given the following business day and the bill must be paid prior to 8:00 am the day after. If you want us to give out information to anyone other than the account holder, you must add their name as an authorized user on the account.

If account is disconnected for **NON-PAY**, all reconnection requests **ONE HOUR PRIOR TO CLOSING** will be charged an additional **\$25.00 SERVICE CHARGE**.

A **\$30.00** charge will apply to all **returned checks, e-checks, debit cards, credit cards and drafts** regardless of the reason. ANY and ALL RETURNS will be subject to cash only and restricted from paying by phone and web pay.

Same day service is not promised.

Marco charges a **\$100.00** fee for **ANY TAMPERING** with meters, mxu's and boxes without permission from a Marco employee.

BY SIGNING BELOW, I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS ABOVE.

Signature _____

Date _____

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**MARCO RURAL WATER COMPANY
WATER USERS AGREEMENT**

This agreement between **Marco Rural Water Co., Inc.** a non-profit corporation organized and existing under and by virtue of the laws of the state of South Carolina herein called the corporation and **Member's Name:** _____

A member hereinafter called the member desires to purchase water for Domestic, Business or other use from the corporation and to enter into a water users agreement as required by the by-laws of the Corporation. Therefore in consideration of the mutual covenants, promises, and agreements herein contained it is hereby understood and agreed the corporation shall furnish, subject to the limitations herein provided for such quantity of water at the members property at: _____

_____. Provided however, the corporation reserves the right to refuse to provide water to any member at any location when the corporation determines that it is not feasible to provide a member at an undesirable location, all monies deposited by member upon execution of this agreement shall be refunded in the event that the corporation determines that water cannot be provided to this member at the proposed location. The member shall install and maintain at his own expense a service line from the meter to his dwelling or facility to be served. The members service line shall connect with the distribution system at the nearest place of desired use by the member, provided that the corporation has determined in advance that the water system is of sufficient capacity to permit delivery of water at that point. The member shall pay for water at such rates, times, place as shall be determined by the **Board of Directors**. Only one (1) dwelling or facility shall be served through one (1) meter.

The member agrees that he will make no physical connection between any private water system and Marco's system. Marco has the right to make inspections to enforce these provisions. Violation shall be grounds for disconnection of the service.

The corporation shall install a meter box and meter at each service. Each meter box and meter shall be installed on S.C. state or county right-of-way. The corporation shall have exclusive rights to use each meter box to turn it on or off. The corporation may refuse service to any member who tampers with a meter box or meter. The corporation shall have final jurisdiction in any question of location of the meter box connected to it's system. The corporation shall determine the allocation of water to members in the event of a water shortage, and may shut off water to a member who allows a connection or extension from his service line to supply water to a user. The failure of a member to pay water charges imposed by the due date shall result in the following:

A: Non-payment of bill by **8:00 AM** on the day following the **15th** of the month shall be subject to a **\$15.00** late charge which will be added to the bill and must be paid to avoid termination of service. As of the **16th**, all unpaid water or sewer accounts will be disconnected, adding a **\$25.00 SERVICE CHARGE**. This must be paid to be reconnected. If account is disconnected for **NON-PAY** all reconnection requests one hour prior to closing will be charged an additional **\$25.00 SERVICE CHARGE**.

Membership may be cancelled and/or service disconnected for any violation of any rule, regulation or condition of service and especially for any of the following:

- A: Misrepresentation in application as to the property or facilities to be supplied or use to be made of the service.
- B: Tampering with main lines or valves or permitting such tampering by others.
- C: Connection or cross connections from the members service line to facilities not covered by this agreement.

The corporation shall not be responsible for damage to Hot Water Heaters if it becomes necessary to discontinue service due to non-payment or in the event of a line break or leak. Marco shall not be responsible for any damage to any dwelling when water is turned on.

By signing this agreement, I hereby agree to pay the current monthly minimum water rate at such time water is available for my use, if or if not I connect to the Marco Water System.

IN WITNESS WHERE OF: We have here unto executed this agreement this the _____
DAY OF _____, 20____.

Signed by MEMBER: _____