



CLARKSVILLE CONNECTED UTILITIES

Accounts may be opened or changed between 8a.m. and 5p.m., Monday thru Friday (except holidays) by visiting Clarksville Connected Utilities' General Office on 400 W Main St., Clarksville, AR. New Customers are required to come in and complete the following Application for Service and the Residential Service Agreement. Existing out of town customers may handle most transactions by telephone at (479) 754-3148 or email at frontoffice@clarksvilleconnected.net

New Customer Application Requirements:

- **Deposit** for residential and commercial customers due at the time of application. Payment of deposit will need to be received before services can be put in applicant's name. Deposits will be refunded in the form of a credit to the Customer's account upon termination of services and settlement of the account. Payment can be made by cash, check, money order, Master Card, or Visa.
 - Under certain circumstances it may be necessary to increase the size of the customer's deposit.
- **Renter: A lease/rental agreement** from the property owner/management stating the physical address where services are to be connected with street address and apartment number. If for some reason the address/apartment changes after the information has been provided, it is the customer's responsibility to contact Clarksville Connected Utilities to avoid any disruption of services or additional charges.
 - **Homeowner:** If purchasing a new property, a buy/sell settlement agreement listing the physical address of the property where services are to be connected is required. Deposits will be refunded in the form of a credit to the Customer's account upon 12 consecutive months of good credit performance. In the event a customer receiving services without a deposit does not sustain good credit, a deposit may be required before services will be continued.
- **Commercial:** Deposits are required when opening an account with CCU.
- **CCU will have the right of access to the Customer's premises for the purpose of installing, reading, inspecting, repairing any meters /devices (CCU Property), or the removal of property.**

Services Requested: Electric Water Sewer Internet/Speed _____ Phone

Services Address: _____ **Date Services to Begin:** _____

Customer Name: _____ **Birthdate:** __/__/__

Mailing Address (if different from above) _____

Employer: _____ **Work Phone:** _____

Driver License Number: _____ **State:** _____ **Exp:** _____

Social Security Number: _____

Contact Phone Number: _____ **Cell:** _____

Email Address: _____

Signature of Applicant: _____ **Date:** _____

Spouse or Roommate Name: _____

Spouse/Roommate Social Security Number: _____ **Birthdate:** _____

Spouse/Roommate Contact Phone Number: _____ **Cell:** _____

Signature of Co-Applicant: _____ **Date:** _____

Customer agrees to Terms and Conditions on reverse of application. Copy will be supplied.

Cycle _____ **Acct #** _____ **Deposit \$** _____ **Date:** _____ **Ticket done:** _____ **Clerk** _____

Residential/Commercial Application and Agreement for Utility Service

For the service required, the Customer agrees to pay Clarksville Connected Utilities at the standard rate as adopted by Clarksville Connected Utilities Commission. Service will be furnished under the Company's standard Terms and Conditions below with which the Customer agrees to comply. The customer herewith deposits with the Company an amount as security for the payment of services, or other indebtedness to the Company, to be held by the Company subject to the conditions and provisions stated below. This agreement shall also apply to the same type of service used by the Customer at any other location. Under certain circumstances it may be necessary to increase the size of the customer's deposit:

1. If the customer's services are discontinued due to non-payment of charges due.
2. Two or more customer "insufficient funds" checks returned by the bank to CCU.
3. Misrepresentation by the customer for purposes of obtaining services.
4. Unauthorized or fraudulent use of CCU services or property

Standard Terms and Conditions for Service Provided by Clarksville Connected Utilities

1. Applicant agrees to claim no damages on account of stoppage of flow of water, sewage or electricity resulting from accidents or necessary alterations, repairs, or improvements. The applicant further agrees that the said utilities supplied through the service line supplying these premises shall be used only on the premises and for the purpose as shown above. No water, electricity, or sewer services shall be sold by the applicant, and will not be allowed not be taken through this service for the use on any other premises. The applicant agrees to abide by the company's published rules and regulations governing the consumption or use of said utilities. This contract is effective from the start of service and until cancelled by CCU or notice given to CCU by the applicant and applicant only to have the utilities services discontinued.
2. **Note:** It shall be the responsibility of the customer to ensure that all electric and water outlets are closed prior to Clarksville Connected Utilities activating services. Clarksville Connected Utilities will not be liable for any damage caused by outlets open at the time of activation.
3. **Monthly Bills** – Bills for service will be rendered monthly, unless otherwise specified. The term "month" for billing purposes will mean the period between any two consecutive readings of the meters by the CCU, such readings to be taken as nearly as practicable every thirty (30) days. Failure to receive a bill in no way exempts Customers from payment for service. Clarksville Connected Utilities makes a special effort to read all meters every month. Sometimes, due to adverse weather conditions, dog hazards, damaged equipment, etc., it is not possible to obtain a meter reading in which case the bill may be estimated. A Customer's bill contains the charges for each type of service provided during the month. Customer bills are mailed to the address provided and payment is due by the due date specified on the billing statement. If the amount specified is not paid by the due date provided on the bill, then penalties will be assessed the next business day after the due date. NSF checks received will have penalties assessed if they would otherwise apply.
4. **Discontinuance Of Service** – When bills for service are in arrears, or in case the Customer fails to comply with these Terms and Conditions, Clarksville Connected Utilities will have the right to discontinue service to the Customer and to remove its property from the Customer's premises upon notification either to the address to which the monthly bills are sent, or by electronic notification, if available. **There will be a service charge added to the account if services are subject to disconnect.**
5. **Continuous Service** – Clarksville Connected Utilities will attempt to maintain continuous service but will not be liable for loss or damage caused by interruption of plant, lines, or equipment, strike, riot, act of God, or causes reasonably beyond CCU's control, or due to shut down for reasonable periods to make repairs to lines or equipment.
6. **Interruption of Service** – Clarksville Connected Utilities shall not be responsible for damages for any failure to supply services, or for interruptions, if such failure or interruption is without negligence on its part. Additionally, CCU shall not be responsible for any failure to supply due to interruptions, by underfrequency relay or otherwise, to preserve the integrity of Clarksville Connected Utility's system or interconnected systems.
7. **Protection of Clarksville Connected Utility's Property and Access to Premises** - The Customer will protect the Company's property on the Customer's premises from loss or damage and will permit no one who is not an agent or employee of CCU to remove or tamper with the Company's property. **CCU will have the right of access to the Customer's premises at all reasonable times for the purpose of installing, reading, inspecting, or repairing any meters or devices owned by CCU or for the purpose of removing its property.**
8. **Hold Harmless** – It shall be the responsibility of the customer to be present at the appointed time when services (Electric, Water, Sewer, Internet, and Home Telephone) are turned on at their request. Clarksville Connected Utilities will not be liable for damage that occurs if the customer is not present when services are activated.
9. **Credit Information** – The Undersigned understands that CCU can and may obtain credit information from other public Municipalities or water associations by using the Water Utility Database System (WUDB). According to Act 769 of 2003 House Bill enacted by the General Assembly of the State of Arkansas, the Clarksville Connected Utility Company can withhold services from a customer or potential customer if they owe another water association or Municipality a delinquent bill.
10. **Privacy Policy** – Clarksville Connected Utilities will release account information to the customer of record or other parties listed as residing at the service address.
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Customer Initials _____

Co-Applicant Initials _____