

# VALLEY RURAL UTILITY COMPANY

## APPLICATION FOR UTILITY SERVICE

19435 Alpine Dr  
Lawrenceburg, Indiana 47025  
Phone: (812) 539-3330 or (513) 564-1500  
Fax: (812) 539-3332  
[www.valleyruralutilityco.com](http://www.valleyruralutilityco.com)

**TODAY'S DATE:** \_\_\_\_\_  
**DATE SERVICE TO BEGIN:** \_\_\_\_\_  
**HOUSE LOT#** \_\_\_\_\_ **VACANT-LOT #:** \_\_\_\_\_  
**SERVICE ADDRESS:** \_\_\_\_\_  
Circle One:    Own    Rent    Lease  
**If Renting/Leasing, please provide name and phone number of owner:** \_\_\_\_\_

### PRIMARY CUSTOMER

Name: \_\_\_\_\_  
Last                      First                      Middle  
SSN: \_\_\_\_\_                      DOB: \_\_\_\_\_  
Home Phone #: \_\_\_\_\_  
Cell Phone #: \_\_\_\_\_  
**Employer:** \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State ZIP: \_\_\_\_\_  
Work Phone #: \_\_\_\_\_  
**Prior Home Address:** \_\_\_\_\_  
City, State ZIP: \_\_\_\_\_

### SECONDARY CUSTOMER

Name: \_\_\_\_\_  
Last                      First                      Middle  
SSN: \_\_\_\_\_                      DOB: \_\_\_\_\_  
Home Phone #: \_\_\_\_\_  
Cell Phone #: \_\_\_\_\_  
**Employer:** \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State ZIP: \_\_\_\_\_  
Work Phone #: \_\_\_\_\_  
**Prior Home Address:** \_\_\_\_\_  
City, State ZIP: \_\_\_\_\_

**Do you wish to have your invoice sent to the service address above? YES**  
**If NO, enter a different mailing address below:**

**Address:** \_\_\_\_\_  
City, State ZIP: \_\_\_\_\_  
Email Address (Optional): \_\_\_\_\_

**Nearest Relative (Not Living With You) or Emergency Contact:**

Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State ZIP: \_\_\_\_\_  
Phone: \_\_\_\_\_

VALLEY RURAL UTILITY COMPANY  
WATER & SEWER USER'S AGREEMENT

THIS AGREEMENT BETWEEN VALLEY RURAL UTILITY COMPANY, HEREINAFTER CALLED THE "UTILITY," AND  
Name: \_\_\_\_\_  
CUSTOMER(S) OF LOT NO. (S) \_\_\_\_\_, HIDDEN VALLEY LAKE  
SUBDIVISION/ DEARBORN COUNTY, INDIANA, HEREINAFTER  
CALLED THE "USER."

WITNESSETH

WHEREAS, THE USER DESIRES TO PURCHASE DOMESTIC WATER AND SEWAGE DISPOSAL SERVICE FROM THE UTILITY, AND TO ENTER INTO WATER AND SEWAGE DISPOSAL USER'S AGREEMENT AS REQUIRED BY THE RULES AND REGULATIONS OF THE UTILITY:

NOW THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS, PROMISES, AND AGREEMENTS HEREIN CONTAINED, IT IS HEREBY UNDERSTOOD AND AGREED:

- A. THE UTILITY SHALL:**
- a. FURNISH, SUBJECT TO THE LIMITATIONS HEREINAFTER PROVIDED FOR, SUCH QUANTITY OF WATER FOR DOMESTIC PURPOSES AND SEWAGE DISPOSAL SERVICE AS THE USER MAY DESIRE IN CONNECTION WITH HIS OCCUPANCY OF THE ABOVE DESCRIBED LOT (S).
  - b. UPON PAYMENT BY USER TO UTILITY OF THE WATER CONNECTION (TAP-IN) FEE IN THE AMOUNT AS THEN CURRENTLY APPROVED BY THE INDIANA UTILITY REGULATORY COMMISSION, UTILITY SHALL TAP THE MAIN FOR SERVICE AND INSTALL A WATER METER AND SUCH OTHER VALVES AS DETERMINED NECESSARY AND/OR CONVENIENT BY THE UTILITY. THE UTILITY SHALL HAVE THE RIGHT TO DETERMINE THE LOCATION AND SIZE OF WATER METER. UTILITY SHALL RETAIN OWNERSHIP OF SUCH METER AND VALVES, AND SHALL HAVE THE EXCLUSIVE RIGHT TO TURN SUCH VALVES ON OR OFF.
  - c. UPON PAYMENT BY USER TO UTILITY OF THE SEWER CONNECTION (TAP-IN) FEE FOR
- B. THE USER SHALL:**
- a. INSTALL AND MAINTAIN AT HIS OWN EXPENSE A WATER SERVICE LINE WHICH SHALL BEGIN AT THE METER AND EXTEND
- SEWAGE SERVICE IN THE AMOUNT CURRENTLY APPROVED BY THE INDIANA UTILITY REGULATORY COMMISSION, UTILITY SHALL FURNISH SERVICE ONLY TO THE LOT LINE, AT A POINT ESTABLISHED BY THE UTILITY.**
- d. HAVE AUTHORITY TO SHUT OFF THE WATER AND SEWAGE SERVICE TO A USER WHO ALLOWS A CONNECTION OR EXTENSION TO BE MADE TO THEIR SYSTEM OR SERVICE LINE FOR THE PURPOSE OF SUPPLYING UTILITIES TO ANOTHER USER, REASONS SET FORTH IN THE RULES AND REGULATIONS ARE ALSO APPLICABLE.
  - e. NOT BE RESPONSIBLE IN DAMAGES FOR ANY FAILURE TO SUPPLY SERVICES, OR FOR DEFECTIVE INSTALLATIONS ON THE USER'S PREMISES, UNLESS DUE TO FAULT OR NEGLIGENCE BY THE UTILITY.
  - f. HAVE FINAL JURISDICTION IN ANY ALLOCATION OF WATER TO USER IN THE EVENT THE TOTAL WATER SUPPLY AVAILABLE SHALL BE INSUFFICIENT TO MEET ALL THE NEEDS OF ALL THE USERS CONNECTING TO UTILITY'S SYSTEM, IN SUCH EVENT, THE UTILITY MAY PRO-RATE THE WATER AVAILABLE AMONG THE VARIOUS USERS ON SUCH BASIS AS IT DEEMS REASONABLE AND FAIR WITH EQUITABLE ADJUSTMENTS AND CHARGES THEREFORE. UTILITY MAY ALSO PRESCRIBE A SCHEDULE OF HOURS COVERING USE OF WATER FOR LAWNS AND GARDENS AND FOR OTHER HIGH USAGE NOT OF ESSENTIAL NATURE, AND MAY REQUIRE ADHERENCE THERETO OR PROHIBIT THE USE OF WATER FOR SUCH PURPOSES; PROVIDED THAT, IF AT ANY TIME THE TOTAL WATER SUPPLY SHALL BE INSUFFICIENT TO MEET ALL THE NEEDS OF ALL THE USERS, UTILITY MUST FIRST SATISFY ALL THE NEEDS OF ALL THE USERS FOR DOMESTIC PURPOSES BEFORE SUPPLYING ANY WATER FOR GARDENS, LAWNS, AND NONESSENTIAL HIGH USAGE.

- TO THE DWELLING OR PLACE OF USE. THE SERVICE LINE SHALL CONNECT WITH THE DISTRIBUTION LINE OF THE UTILITY AT A LOCATION DETERMINED BY THE UTILITY. THE USER AGREES NOT TO PERMIT OR ALLOW A CONNECTION OR EXTENSION TO BE MADE TO HIS SERVICE LINE OR ANY PART OF HIS SYSTEM FOR THE PURPOSE OF SUPPLYING WATER TO ANOTHER USER.
- b. INSTALL AND MAINTAIN AT OWN EXPENSE A SEWER SERVICE LINE WHICH WILL BEGIN AT THE LOT LINE AND EXTEND TO THE DWELLING. THE SERVICE LINE SHALL CONNECT WITH THE COLLECTOR LINE OF THE UTILITY AT A PLACE DETERMINED BY THE UTILITY.
- c. NOT PERMIT ITEMS THAT MAY CLOG THE SEWER LINE TO ENTER THE SEWER SYSTEM SUCH AS: SANITARY NAPKINS, DISPOSABLE DIAPERS, ETC. NO FLAMMABLE, CORROSIVE, OR BACTERIA KILLING WASTE SHALL BE PERMITTED TO ENTER THE SEWER SYSTEM.
- d. NOT PERMIT STORM WATER OR WATER FROM DOWN SPOUTS TO RUN INTO THE SANITARY SEWER OR SEWER SYSTEM.
- e. CONNECT HIS SEWER SERVICE LINE TO THE UTILITY'S COLLECTION SYSTEM. THE USER SHALL HAVE HIS SEWER INSTALLED AND CONNECTION MADE TO THE UTILITY'S SEWER BY A COMPETENT WORKMAN. THE USER'S SEWER AND CONNECTIONS TO THE UTILITY'S SEWER SHALL NOT BE COVERED UNTIL THE UTILITY HAS INSPECTED AND APPROVED SAME. SEWER CHARGES TO THE USER SHALL COMMENCE ON THE DATE ON WHICH THE SEWER TAP IS INSTALLED.
- f. CONNECT HIS WATER SERVICE LINE TO THE UTILITY'S DISTRIBUTION SYSTEM AT THE UTILITY'S METER. THE USER'S SERVICE LINE AND CONNECTIONS TO THE METER SHALL NOT BE COVERED UNTIL THE UTILITY HAS INSPECTED AND APPROVED SAME. IF NO WATER IS USED FOR A PERIOD FOLLOWING SUCH DATE, SHALL PAY THE EQUIVALENT OF A MINIMUM CHARGE FOR EACH MONTH FOLLOWING THE DATE ON WHICH THIS AGREEMENT IS SIGNED. WATER CHARGES TO THE USER SHALL

- COMMENCE ON THE DATE ON WHICH THE WATER TAP IS INSTALLED.
- g. PAY WATER AND SEWER AT SUCH RATES, TIME, AND PLACE AS SHALL BE DETERMINED BY THE UTILITY, AND AGREES TO THE PENALTIES FOR NON-COMPLIANCE WITH THE ABOVE SET OUT IN THE CURRENT RULES AND REGULATIONS AS FROM TIME TO TIME AMENDED AND APPROVED BY THE INDIANA UTILITY REGULATORY COMMISSION. SEWER DISPOSAL RATES SHALL BE BASED ON METERED WATER GALLONAGE.
- h. THE FAILURE OF USER TO PAY WATER CHARGES DULY IMPOSED SHALL RESULT IN THE AUTOMATIC IMPOSITION OF THE FOLLOWING PENALTIES:
- NON-PAYMENT WITHIN SEVENTEEN (17) DAYS FROM THE MAILING DATE WILL BE SUBJECT TO A PENALTY OF TEN (10) PERCENT.
  - NON-PAYMENT WITHIN SEVEN (7) DAYS FROM THE DELINQUENCY DATE MAY RESULT IN THE WATER BEING SHUT OFF FROM THE USER'S PROPERTY UPON WRITTEN NOTIFICATION BY UTILITY.
  - IN THE EVENT IT BECOMES NECESSARY FOR THE UTILITY TO SHUT OFF WATER FROM USER'S PROPERTY, A FEE WILL BE CHARGED FOR A RECONNECTION OF THE SERVICE ACCORDING TO THE SCHEDULE OF RATES AS FROM TIME TO TIME ESTABLISHED BY THE UTILITY AND APPROVED BY THE INDIANA UTILITY REGULATORY COMMISSION.
  - IN THE EVENT IT BECOMES NECESSARY FOR THE UTILITY TO SEND YOUR ACCOUNT FOR COLLECTION OF NONPAYMENT, THE COLLECTION CHARGE WILL BE CHARGED TO YOUR ACCOUNT.

• IN THE EVENT IT BECOMES NECESSARY FOR THE UTILITY TO PLACE A LEIN ON YOUR PROPERTY FOR NONPAYMENT, THE LEIN CHARGE WILL BE CHARGED TO YOUR ACCOUNT.

IN WITNESS WHEREOF, WE HAVE HEREUNTO EXECUTED THIS AGREEMENT THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_.

VALLEY RURAL UTILITY COMPANY  
BY: \_\_\_\_\_

USER(S)

NAME (APPLICANT) \_\_\_\_\_

NAME (CO-APPLICANT) \_\_\_\_\_

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The information regarding race, ethnicity and sex designation solicited on this application is to assure the Federal Government, acting through the Rural Utilities Service that the Federal laws prohibiting discrimination against services on the basis of race, color, national origin, religion, sex, familial status, age and disability are complied with. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluation of your application or to discriminate against you in any way. However, if you choose not to furnish it, the owner is required to note the race, ethnicity and sex of individual applicants on the basis of visual observation or surname.

\_\_\_\_\_ I do not wish to furnish this information

Ethnicity:

- \_\_\_\_\_ Hispanic or Latino
- \_\_\_\_\_ Not Hispanic or Latino

Race: (Mark all that apply)

- \_\_\_\_\_ White
- \_\_\_\_\_ Black or African American
- \_\_\_\_\_ American Indian or Alaska Native
- \_\_\_\_\_ Asian
- \_\_\_\_\_ Native Hawaiian or Other Pacific Islander

Sex:

- \_\_\_\_\_ Male
- \_\_\_\_\_ Female

Non-Discrimination Statement:  
This institution is an equal opportunity provider and employer.

## QUICK GLANCE - USER INFORMATION

Please visit our website for updates and important information.

[www.valleyruralutilityco.com](http://www.valleyruralutilityco.com)

- Valley Rural reads the water meters electronically each month beginning on approximately the seventeenth.
- The sewer portion is based on the metered gallons of water.
- All bills are mailed on the final business day of the month and are due on the 20th of the following month. All payments received after the 20th will incur a late charge.
- If your account is not paid on the 20<sup>th</sup>, a late notice will be sent to you. If you do not pay by the disconnect date (listed on the late notice), your service will be disconnected and you will be charged a reconnection fee of \$100.00, in addition to the past due balance owed.
- If you are unable to pay your invoice by the due date or disconnect date, please contact us at (812) 539-3330 or (513) 564-1500 to make payment arrangements, as this will prevent you from being disconnected.
- Payment Options
  - Mail payment and payment stub to:  
Valley Rural Utility Company  
19435 Alpine Dr  
Lawrenceburg, IN 47025
  - Drop off your payment at the VRUC office at 19435 Alpine Drive, M-F 8:00-4:00
  - Drop your payment in one of our convenient drop boxes located at:
    - Across from HVL POA office
    - In the parking area, near the main gate, next to the USPS postal box. We pick up from these payment boxes at 7:30am, Monday thru Friday.
    - At our office, the box is hanging to the left of the office door.
  - Credit Card and Checking Account Payments:  
Go to our website:  
[www.valleyruralutilityco.com](http://www.valleyruralutilityco.com), click on Bill Pay. We accept Visa, Master Card or Discover Cards. There is a convenience fee to pay with your credit card: 2.75% (+.50 cents if under \$100.00) for credit and debit card payments. If paying thru your bank account the convenience fee is \$1.00.
  - Call "Payment Service Network" at 1-877-885-7968 to make a payment over the phone. Have your bill handy to provide your customer account number
  - Pay on MOBILE Device  
Download "PSN Payments" on the App Store or Google Play  
Register online before using the app
  - Have VRUC take out your payment automatically. Give us a voided check and fill out a form letting us know what day to post your payment at no fee to you.

- **Gas Service**

**IMPORTANT:** Valley Rural Utility Company, located in Hidden Valley on Alpine Drive, is the company that provides water and sewer services to customers within the Hidden Valley Lake sub-division. We are NOT the company to contact regarding your gas services. Your gas services are provided by Utility Pipeline Limited, in Canton, Ohio. You are invoiced by Utility Pipeline Limited, and invoices are sent under the name of Valley Rural Gas Company.

- Payment Address:  
Valley Rural Gas Company  
P.O. Box 932464  
Cleveland, OH 44193
- Gas Emergencies, please call  
888-784-6160 or  
Customer Service  
888-863-0032
- Please call them for new gas service or for  
any questions about your bill