

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

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: _____

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: _____

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), 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 SEWAGE

- d. SERVICE, UTILITY SHALL FURNISH SERVICE ONLY
TO THE LOT LINE, AT A POINT ESTABLISHED BY
THE UTILITY. SOME EXCEPTIONS WILL BE MADE
IN THE INSTANCE OF SEWER FLOW CONCERNS.
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.
- B. THE USER SHALL:
- a. INSTALL AND MAINTAIN AT HIS OWN EXPENSE A
WATER SERVICE LINE WHICH SHALL BEGIN AT
THE METER AND EXTEND 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. SOME EXCEPTIONS WILL BE MADE IN THE INSTANCE OF SEWER FLOW CONCERNS.
- 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

- g. USER SHALL COMMENCE ON THE DATE ON WHICH THE WATER TAP IS INSTALLED. 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 VRUC BOARD OF DIRECTORS. 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 TWENTY (20) DAYS FROM THE MAILING DATE WILL BE SUBJECT TO A PENALTY OF TEN (10) PERCENT.
 - NON-PAYMENT WITHIN FOURTEEN (14) 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) – SIGNATURE, PRINT OR WRITE

NAME (APPLICANT) _____

NAME (CO-APPLICANT) _____

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

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 20th, 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-THURS 8:00-4:00 and Friday 8:00-3:30.

- 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, click on Bill Pay. We accept Visa, MasterCard 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 checking 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

Automatic Payments:

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.

SEPARATE WATER METER PROGRAM

A separate water meter is used to meter water used outside that does not at anytime enter the sanitary sewer system. An example would be watering grass filing a pool, or washing a car. This water reading is used to deduct from your sewage charges which are determined by you total water usage. There is a fee of \$90.00 that is charged to become a part of this program this is not a purchase price if a customer ever moves outside of our system the separate water meter is to be returned. The program runs from April 15th through October 15th each year.

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.**

The Cross Connection Control Program is for your protection and your neighbor's protection. A cross connection is a connection between potable water (water that is safe for drinking) and a contaminated water or chemical solution. If a cross connection exists, under certain conditions there is the possibility for the contaminated liquid to backflow and/or back siphon into the water supply and contaminate all or parts of the water supply.

If a cross connection exists, there are a variety of devices that can be installed on the residents plumbing that will prevent contamination of the water supply by back flow or back siphonage. Although the focus of the rule is on industrial use of water and toxic chemicals there are certain residential uses of water that are of concern. An example of residential uses of water that would require a cross connection control device would be a Water Softener, a Reverse Osmosis Unit, and/or a home treatment unit (such as an individual filter system under the sink), an underground sprinkler system, darkroom equipment used in photography, or a hair-dressing business located in the home.

Per page eleven (11), paragraph six (6) of the Indiana Department of Environmental Managements Cross Connection Control and Backflow Prevention Manual, "the consumer has the primary responsibility of preventing pollutants and contaminants from entering his water system(s) or the public potable water system. The Consumer's responsibility starts at the point of delivery from the public water supply and includes all his water conditioning equipment and piping. When it is determined that a back flow prevention device is required for the protection of the public water system, the consumer shall be required to install an approved backflow prevention device at each service connection at his or her expense, to properly repair and maintain such device or devices, and to keep adequate records of each test subsequent maintenance and repair".

In the event that the survey indicates the presence of a cross connection, you will be required to eliminate the cross connection. Failure to do so in a prompt manner will result in the physical disconnection of your water service connection.

CROSS CONNECTION CONTROL AND BACKFLOW SURVEY

Please place an X in the circle in front of the items or equipment that are being used or apply to the home you are presently residing in.

- Water Softener
- Reverse Osmosis Unit
- Individual filter system under the sink
- Underground sprinkler system
- Dark room equipment used in photography
- Hairdressing business located in the home

Sign Up For Paperless Billing!

By signing you are agreeing to receive your VRUC water & sewer bill paperless. You will receive all information through email only.

You will no longer receive a paper bill in the mail. You can cancel paperless billing at anytime by contacting the office at 812-539-3330.

You must pay the amount due listed in your paperless Bill by the due date listed in order to avoid service interruption or fees. Bill are always due on the 20th each month.

EMAIL ADDRESS

PRINT NAME

SIGNATURE

SEWER INSPECTION SIGN UP

THE CUSTOMER SHALL NOT PERMIT STORM WATER OR WATER FROM DOWNSPOUTS TO RUN INTO THE SANITARY SEWER. THE COMPANY SHALL HAVE THE RIGHT TO ACCESS THE CUSTOMERS STORMWATER AND SEWER FACILITIES INCLUDING BUT NOT LIMITED TO SUMP PUMPS, PERIMETER DRAINS AND DOWNSPOUTS TO CHECK FOR ANY INAPPROPRIATE CONNECTION THAT WOULD ALLOW STORM WATER OR NON-SANITARY WASTEWATER TO RUN INTO THE COMPANYS SANITARY SEWER SYSTEM. INSPECTION SHALL BE CONDUCTED WITH APPROPRIATE ADVANCE NOTICE AND AT REASONABLE HOURS TO AVOID INCONVENIENCE TO THE CUSTOMER. IF THE COMPANY DETECTS AN INAPPROPRIATE CONNECTION THE COMPANY MAY REQUIRE THE CUSTOMER TO DISCONNECT SUCH INAPPROPRIATE CONNECTION. A FAILURE TO REASONABLE DISCONNECT ANY INAPPROPRIATE CONNECTION WILL ALLOW THE COMPANY TO DISCONNECT THE CUSTOMERS SEWER LATERAL FROM THE COMPANYS COLLECTION SYSTEM AND CHARGE THE CUSTOMER FOR THE COST REASONABLE INCURRED BY THE COMPANY IN DISCONNECTING THE CUSTOMER. IF THE CUSTOMERS SEWER LATERAL IS TO BE DISCONNECTED SUCH DISCONNECTION SHALL OCCUR ONLY AFTER 14 DAYS WRITTEN NOTICE OF A PENDING DISCONNECTION IS MAILED OR DELIVERED TO THE ADDRESS ON FILE WITH THE COMPANY TO WHICH MONTHLY BILLS ARE ADDRESSED. FURTHER SUCH DISCONNECTION NOTICE SHALL INDICATE THE DAY ON WHICH DISCONNECTION WILL OCCUR. DISCONNECTION THE UNDER RULE SHALL COMPLY WITH 170 IAC 8.5-2-4 (DISCONNECTION FO SERVICE) EXPECT AS OTHERWISE PROVIDED HEREIN.

VALLEY RURAL WILL NEED TO INSPECT YOUR SEWER CONNECTION, THERE MUST BE SOMEONE PRESENT AT THE HOME WHEN THE INSPECTOIN WILL TAKE PLACE.

AVAILABLE DAYS ARE MONDAY THROUGH THURSDAY 8-11:00AM AND 12-2:30PM,
FRIDAY'S 8-11AM AND 12-2:00PM.

DATE _____

TIME _____

SIGNATURE _____

Alert ×



Have You Subscribed to Our Alerts and News and Notice?

April 13, 2021

Please Subscribe to have News, Notices, and Alerts delivered via email or text and stay up to date on all the news at Valley Rural Utility Company. Go to our Home Page and click on the red "**Sign Up For Alerts**" button located on the right hand column of our website. Just another way we are working to better serve our community!

Ok, Got It!

Alerts

Have You Subscribed to Our Alerts and News and Notice?

April 13, 2021

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