



Instructions

Requirements:

1. Signed Water/Waste Water Service Application (*Sign and fully complete top portion of form; If joint account, completed information on both applicants and signatures are required*)
2. **Enclose a Copy of Driver's License(s)** (*If joint account, enclose copies of both applicants*)
3. A one-time Service Application Fee will be included on the first billing

To insure & expedite account set-up for a new customer, you may scan and email a copy of the completed service application

to: appssubmit@integrawater.com

Mail original documents to:

ONSWC

-OR-

PO Box 10127

Birmingham, AL 35202-0127

Over-night to:

ONSWC

600 University Park Pl – Ste 275

Homewood, AL 35209-6789

Customers may access their account 24/7 at www.integrawater.com. Toward bottom of home page either choose Pay Bill or View Your Account; Choose appropriate company; Account Login will appear. To gain access to the account, the customer will need both their unique customer number and computer assigned Pin #. The identifying numbers are available after the first billing cycle and will be located on the statement. Identifying numbers cannot be changed. Follow instructions on screen to make payment. We do not keep or maintain any records of customers debit or credit card records. Therefore, a third party vendor processes all cards for a fee of \$3.75.

Customers will receive a monthly flat rate bill for sewer services.

Customers may also have access to their account by calling our toll free Customer Service Department 1-877-511-2911. Customers will be asked one or more of the identifiers listed below:

1. Customer Number
2. PIN #
3. Last 4 of SS#
4. Customer DL # or Federal Tax ID #

Integra Water, LLC, has implemented a policy and acknowledged procedures in compliance with the Identity Theft Red Flag Rules and Address Discrepancies under the Fair and Accurate Credit Transactions Act of 2003. Integra Water, LLC, has gone to great lengths to protect customer information will hold all privileged information in strict confidence. We value every customer's right to privacy and therefore will not share personal information unless for debt collection or compelled to do so by law.

Application for Connection

Old North State Water Company, LLC

c/o Integra Water, LLC
PO Box 10127
Birmingham, AL 35202
Customer Service: 877-511-2911

All applicable sections must be complete to be approved and mailed to address above

Select One:

Permanent Service (Resident) Temporary Service (Builders) Transfer of Sewer Service

Print Applicant #1: _____

Employer Applicant #1: _____

Print Applicant #2: _____

Employer Applicant #2: _____

Owner: __ Tenant: __ Developer: __ Landlord: __

Other: _____

Information Applicant #1

Information Applicant #2

Mailing Address: _____

DL #: _____

SS #: _____

Service Address: _____

Work #: _____

Home #: _____

If Commercial

Federal Tax ID #: _____

Cell #: _____

Providing cell # is granting permission to use the cell numbers for all contact purposes.

Sub-Division: Lot #: _____

DOB: _____

Copy of valid US Driver's License or Approved Picture ID & A Social Security Number or Federal Tax ID # is requested

E-Mail #1: _____

E-Mail #2: _____

Providing email address is granting permission to use the addresses for all contact purposes.

Old North State Water Company, LLC is prohibited from disclosure any personal information except as may be required by a Court of Law

Use: Residential _____ Commercial _____ Industrial _____

DATE TO START NEW SERVICE: _____

IF TRANSFER: DATE TO STOP SERVICE: _____

ADDRESS TRANSFERRING FROM: _____

Rt./Acct. #: _____

Customer Agreement (Owner)

As the owner, I hereby accept responsibility for all charges pertaining to waste water service and will not compromise the proper operation of waste water sanitary sewer being provided in any manner. I understand that any unpaid balance may result in service being discontinued.

Owner Signature _____ Date _____

Customer (Owner) – Tenant Agreement

I hereby request that Old North State Water Company, LLC send all bills directly to the tenant and waive my right to receive all bills relative to waste water service for the above service address. I understand that any unpaid balance may result in service being discontinued.

Owner Signature _____ Date _____

As the tenant, I hereby accept responsibility for all charges pertaining to waste water service from the above date. I understand that any unpaid balance may result in service being discontinued.

Tenant Signature _____ Date _____



For Office Use Only:

System ID:

Old North State Water Company, LLC (ONSWC)

CUSTOMER NUMBER: _____
 ROUTE / ACCOUNT #: _____
 SERVICE ADDRESS: _____
 SUB-DIVISION NAME: _____
 PHASE: _____
 LOT NUMBER: _____

CONNECTION FEE \$ _____
 OTHER CHARGES \$ _____
 TOTAL CHARGES \$ _____

Payment Method:

CASH _____ CHECK # _____ DEBIT _____ CREDIT _____

Application Type:

WATER _____ SEWER _____

New Account Service Order #: _____
 Final Bill Service Order #: _____
 Transfer From Customer #: _____
 Transfer To Customer #: _____
 Customer User Class: _____

Meter #: _____
 Meter #: _____
 Billing Cycle #: _____
 Billing Cycle #: _____
 Billing Category: _____

Special Instructions



ACH DRAFT PAYMENT

Now Available

Payment by Bank Draft

Simplify Your Life

Avoid missing your Bill Due Date!

Sign up is easy. Complete the requested information below and submit this form along with a **VOIDED CHECK** from your checking / saving account.

Your account will be debited on the 1st OR 10th day of each month (based on State) except for weekends, holidays, etc., at which time processing will take place on the next business day. We will send you confirmation of processing date and set-up prior to the first draft.

AUTHORIZATION FOR BANK DRAFT (ELECTRONIC FUNDS TRANSFER)

Utility Account #: _____
Account Name: _____
Email Address: _____
Service Address: _____
Telephone Number: _____
Your Bank Routing #: _____
Your Bank Account #: _____
Bank Name: _____
Please check one: Checking () Savings ()

I understand any payment refused by my bank will be handled the same as an "insufficient funds" check (NSF) and charged an overdraft fee of \$30.00. After three refused payments by my bank, the Bank Draft payment will be cancelled and my account will be put on "cash only" status for one year, from the date of third return.

Signature below indicates acceptance of these terms and conditions.

Signature: _____

Date Signed: _____

For questions please contact:

Integra Water Services

Customer Service

600 University Park Place, Ste. 275

Birmingham, AL 35209

P: 1-877-511-2911

E: info@integrawater.com