



City of Carbondale Water, Sewer, Refuse Service Connect Information and Order Form

The City of Carbondale can provide:

- Water & Sewer Service (City provides water, sewer and refuse service)
- Sewer Service Only (Water provided by another water district. Refuse service provided by the City)

The following water districts serve some locations with water service within the City limits. The City provides sewer service to those residential and business units that receive their water service from a water district. You must contact the water district office to receive their water service. If you do not know which provider your dwelling or business unit is serviced by, please contact either the City's water office, your landlord or real estate agent before completing this connection form.

Local Water Districts:

South Highway Water District - 618-529-5313
Lakeside Water District - 618-457-5547
Murdale Water District - 618-684-8039

Other Utilities:

AmerenCips - Electricity - 888-789-2477
Egyptian - Electricity - 618-684-2143
Mediacom - Cable/Internet - 800-874-2924
Frontier - Phone/Internet 877-462-4008

Connection Deposit Amount:

A service deposit is required for customers of the City of Carbondale's water and sewer system. To determine your service deposit amount, contact the City's Water and Sewer Office at: 618-549-5302 and a customer service representative will assist you.

To request a Water, Sewer, Refuse Service Connect please follow these steps:

1. **Complete** the following Connect Order Form
2. **Attach** a copy of a valid photo ID (Drivers License or State issued ID)
3. **Attach** a check or money order for deposit amount (Payable to the City of Carbondale)
Or complete the credit card information.
4. **Attach** and **sign** the completed Agreement for Water/Sewer/Refuse/Recycle Service form.

Questions? Call (618) 549-5302 ext. 265

NOTE: Don't forget to disconnect your water and sewer service when you move. All customers will continue to be billed through the date they disconnect service. To cancel service, contact the water office at 618-549-5302.

**CITY OF CARBONDALE
200 SOUTH ILLINOIS
CARBONDALE, IL 62901**

AGREEMENT FOR WATER/SEWER/TRASH/RECYCLE SERVICE

The undersigned party agrees to abide by all Ordinances, Rules, and Regulations of the City of Carbondale. The party agrees and understands that this agreement applies only to the premises described below to be served, and is not transferable to other premises. The party further agrees to be liable for any damage to the City of Carbondale's property caused by any person residing on the premises.

Bills are mailed on a monthly basis, and due 21 days subsequent to billing. A penalty, as provided by City ordinance as amended, will be added to the total bill if not paid by the due date. Failure to receive bill does not relieve customer of water/sewer/trash/recycle liability and penalty.

Payments can be made at City Hall - Water Office, First Southern Bank, Bank of Carbondale, First Bank, Old National Bank, or online at www.explorecarbondale.com. Automatic Bank Payment Plan is available to have your water/sewer/trash/recycle bill paid automatically from any participating Bank, Savings & Loan, or Credit Union checking or savings account. Bills may be paid with Cash, Check, Credit Card (Visa, MC, Discover), or Debit Card.

A service fee, as provided by ordinance as amended, will be charged to re-connect service when a meter has been turned off for non-payment. A \$15 service fee is charged on all returned checks, and will be added on to the undersigned party's bill. Restitution for returned checks must be submitted by Cash, Credit Card, Money Order or Cashier's Check. The undersigned party is subject to the City of Carbondale's Returned Check Policy, and may be subject to treble damages.

Security deposits are required on all accounts, as provided by ordinance as amended. The deposit will be applied toward final billing.

The undersigned party is responsible for all billing until such time as the account is closed. Closing may only be performed by the undersigned party in person or by telephone verification. The account will remain open until the City of Carbondale has received proper notice that the account is to be closed.

Upon account closing, the undersigned agrees to provide a valid forwarding address in which final billing, deposit, and communication information may be provided. Delinquent accounts may be turned over for collection and/or legal action. The undersigned party agrees to pay all collection costs, including, but not limited to, attorney fees. Applicant acknowledges that a copy of the City's current rules and regulations and ordinances are available at the City Clerk's office and online @ www.explorecarbondale.com

I certify that I have read and understand the above contract for water/sewer service and agree to be bound by those terms.

Date: _____

Name: _____

Service Address: _____

Phone (Home): _____ Work: _____ Cell: _____

Signed: _____

For Office Use Only

Account #: _____ **Deposit Amt#** _____



City of Carbondale
Water, Sewer, Refuse, Service
Connect Order Form

Today's Date _____ Requested Connect Date _____
 Last Name _____ First Name _____
 Social Security # _____ Drivers License # _____
 (Attach Copy of Drivers License or State ID. along with your birth date.)
 Carbondale Phone # _____
 Home Phone # _____ Date of Birth _____
 E-Mail Address _____ Service Address _____
 # of Tenants _____ *Billing Address _____

 (* If Different than Service Address)

Landlord/Real Estate Agent Name:	_____
Service Deposit Amount Enclosed:	\$ _____

Form of Payment

___ Check ___ Money Order
 ___ Visa ___ Master Card ___ Discover
 Credit Card # _____
 Expiration Date; _____ Amount \$ _____
 Signature: _____

**Fax or Mail Completed Form
Copy of Drivers License and
Payment of Deposit to:**

City of Carbondale
Water Office
P.O. Box 2947
Carbondale, IL 62902-2947

Fax Number: 618-351-1306

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