



# New Customer Application & Service Agreement

Customer Application, Deposit, Lease Agreement & Photo ID is required.

Service Address: \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**PLEASE PRINT**

**Applicant Information, Business Name Etc.:**

First: \_\_\_\_\_ Last: \_\_\_\_\_ /OR Business Name: \_\_\_\_\_  
SSN/EIN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Email Address: \_\_\_\_\_ @ \_\_\_\_\_ . \_\_\_\_\_ Paperless billing? Yes OR NO (circle one)  
Employer Name: \_\_\_\_\_ Unit (Military Only) \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_  
Mailing Address (If Different): \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_  
Own / Rent: Landlord Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

**Co-Applicant Information:** (Your spouse is NOT presumed to be a Co-Applicant. They MUST be added and present an I.D. at application time. No information will be shared unless they are on this application.)

First: \_\_\_\_\_ Last: \_\_\_\_\_  
SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Email Address: \_\_\_\_\_ @ \_\_\_\_\_ . \_\_\_\_\_  
Employer Name: \_\_\_\_\_ Unit (Military Only) \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

**Emergency Contact:**

Name of Relative / Personal friend not living at residence: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

\*The Emergency Contact information will only be used in the event of a wastewater line break or sewer is found on the ground and applicant/co-applicant are unable to be reached.

**PLEASE ANSWER THE FOLLOWING QUESTIONS:**

- \*\*Has anyone in the residence had prior services with the sewer district?  YES  NO
- \*\*Can details about this account be left on your voice mail message system?  YES  NO
- \*\*Are you interested in more information about automatic (ACH) bill pay?  YES  NO

\_\_\_\_\_/\_\_\_\_/\_\_\_\_  
Applicant's Signature Applicant's Printed Name Date

\_\_\_\_\_/\_\_\_\_/\_\_\_\_  
Co-Applicant's Signature Applicant's Printed Name Date

**FOR OFFICE USE ONLY:** Account #: \_\_\_\_\_ Move In Date: \_\_\_\_\_  
Deposit: \$ \_\_\_\_\_ Monthly Bill: \$ \_\_\_\_\_ Pressure Fee: \$8.00/monthly PRO Rate: \$ \_\_\_\_\_  
Clerk: \_\_\_\_\_ Reviewed/Approved By: \_\_\_\_\_ Total Amount Received: \$ \_\_\_\_\_

BELOW ARE THE TERM AND CONDITIONS AGREED TO (INITIAL THIS):

1. Will pay the service deposit required and maintain a "good standing" with Pulaski County Sewer District by paying the bill on or before the due date (20<sup>th</sup>). In the event that "good standing" is not maintained, said Pulaski County Sewer District can review the deposit and establish a new one based on current policy. In the event that the bill is not paid, and a Pulaski County Sewer employee is sent out to disconnect service there will be a \$100.00 termination/reinstatement fee. The account balance must be paid in full prior to reinstating the utility service. **(Applicant's Initials)** \_\_\_\_\_ **(Co-Applicant's Initials)** \_\_\_\_\_
2. Will comply with and be bound by the provisions of the Ordinances, and such policies, rules and regulations as presently existing or may be adopted from time to time by the Board of Trustees.
3. Do hereby agree to pay any legal or collection fees that the Pulaski County Sewer District may incur due to legal or collection actions at the location described in this document.
4. **If any person who will be living at this location owes the Pulaski County Sewer from a previous service and the amount is not paid with in a time stated by the Pulaski County Sewer District, this application will be revoked, and service disconnected. Any debt due to the Pulaski County Sewer District will be paid before application for service is completed. If connection is completed and a prior debt is discovered, the debt will be paid immediately or added to the accounts receivable subjecting the account to the Pulaski County Sewer's normal disconnect cycle.**
5. When moving from this location, do hereby agree to provide the Pulaski County Sewer District with a forwarding address for the final bill and return of remaining deposit.
6. **If a monthly US Mail or Paperless billing is not received, do agree to contact the Pulaski County Sewer to inquire about the amount due. Failure to receive a bill does not waive assessment of late charges, and does not change due dates and are subject to disconnection. (Applicant's Initials) \_\_\_\_\_ (Co-Applicant Initials) \_\_\_\_\_**
7. During the entire time that the District is providing sewer services to Applicant(s), Applicant(s) grant(s) the District permission and a license providing for all reasonable rights of ingress and egress to, from, and over any real property owned or occupied by Applicant(s) to allow the District to take any and all actions permitted by law and by the District's Ordinances, policies, rules and regulations, and Applicant(s) further grant(s) the District express permission to access, inspect, maintain, repair, replace and operate any and all sewer equipment and infrastructure located on any real property owned or occupied by Applicant(s) at all reasonable times, to allow the District to take any and all actions necessary to ensure the continued safe and effective operation of any sewer services, equipment and infrastructure.
8. In the event a joint membership is dissolved either by divorce, separation, or death, all interest in the deposit is released to the person remaining at the service location and a new application will be completed. The remaining person shall assume total ownership of the joint deposit as an individual. However, release of deposit does not release responsibility from paying any debts or collection fees on a final bill when the account is changed in to the remaining person's name. In the event of death, the remaining person assumes responsibility for any debts or legal fees on an ending balance.
9. The Pulaski County Sewer District is authorized to do a credit check connecting payment history from other organizations including utilities, but not limited to them.
10. Federal Identity Theft Laws require valid photo ID as well as rental agreement or purchase agreement.

The undersigned, jointly and individually, is applying for utilities and agrees to purchase sewer from the Pulaski County Sewer District upon the terms and conditions shown on this application. It is also certified that the terms and conditions stated are understood and that he/she is the duly authorized agent to execute this document on behalf of the joint applicant listed.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

Reviewed/Approved By: \_\_\_\_\_



531 Old Route 66, Suite A, St. Robert, Missouri 65584  
P. O. Box 3008, Waynesville, MO 65583  
573-336-5880 phone, 573-336-8548 fax

- Payment Questions or Issues, Usage Concerns, or Customer Service (573) 336-5880.
- Bills are mailed on the first working day of each month.
- Bills are DUE on the 20<sup>th</sup> of each month; and are subject to penalties, if paid after the 20<sup>th</sup>.
- We bill one month ahead.
- Water service is not included; however, water termination can occur for non-payment.
- Pay your sewer bill online at [pcsd1.com](http://pcsd1.com)., or by ACH enrollment; we also offer paperless billing.

The Board of Trustees and staff of Pulaski County Sewer District No. 1 are in existence to serve our patrons, our community and to preserve our water resources now and for the generations to come. In pursuing these goals, we must balance many interests including staying in compliance with the ever-changing regulations of the Environmental Protection Agency and the Missouri Department of Natural Resources, providing centralized sewer collection and treatment to communities within our territory, maintaining existing sewer infrastructure and keeping our user rates as low as possible while still covering our required costs.

The rate structure has a base charge of \$36.17 plus \$5.14/1000 gallons of water used. Patrons on a residential pressure system such as a S.T.E.P. tank or simplex grinder pay an additional \$8.00 per month to help defray the District's extra operation and maintenance costs required for this type of collection system.

It is with extreme gravity and diligence that the District Board of Trustees and staff operate and manage our patrons' sewer infrastructure costs which determine our rates. We will continue to work to secure the best sewer infrastructure and service at the lowest possible rates. You are welcome to call our office should you ever have any questions or attend one of our Board meetings regularly scheduled for the third Tuesday each month. Serving you, our patron, is our greatest concern and the most important factor in guiding all our decisions and actions.

Thank you for your continued support and understanding as we work together to take care of our wastewater needs and services today and for the years to come.

# PCSD#1 FAQ's

## [Who is responsible for ordinances, resolutions, and policies?](#)

The Pulaski County Sewer District Board of Trustees is responsible for the District's ordinances, resolutions, and policies with legal counsel.

## [Who regulates Pulaski County Sewer District No. 1?](#)

The authority and actions of the Pulaski County Sewer District Board of Trustees is regulated by a host of State and Federal laws, rules and regulations including: the Missouri Revised Statutes Chapter 204 Common Sewer Districts, 250 Sewerage Systems and Waterworks, Chapter 610 Government Bodies and Records, the Missouri Code of State Regulations, Title 10, Division 20, the Federal Clean Water Act, and the Missouri Clean Water Laws – 640 and 644 to name a few.

## [Who do I talk to about rates and policies?](#)

The Pulaski County Sewer District Board of Trustees is responsible for setting the District's rates and policies. The rates are established based on the District's operational budget and expenses. Policies are set to assist the District in complying with the governing laws, rules and regulations and in maintaining an organization that is professional, fair, efficient, and responsive to its patrons and employees.

## [Why has the bill increased when we were told years ago that it would go down with more growth to the community?](#)

Sewer user rates increase as a result of the costs of doing business as a government regulated utility. Wastewater treatment criteria have become more and more stringent which requires more expensive and better water quality treatment systems. Treatment standards now require mechanized systems that are more expensive to construct operate and maintain. Electric, chemical, material and equipment costs continue to increase.

Years ago, the District made a statement, "The more people connected to the sewer system the less cost to each connection." While it is true the rates never went below the \$29.50/month flat fee in affect at the time, the District's statement did hold true because of growth. Of the 25 years since 1991, rates have been static 14 years (1991-2002, 2003-2006, 2012-2013), were increased five times and decreased five times. User fee fluctuations have occurred due to the cost of services, but the growth in connections has been a major factor affecting user rate fees. The District staff and Board of Trustees make every effort to keep rates as low as possible.

## [Will the rates increase again? How often?](#)

The District Board of Trustees and staff review and evaluate the District's budget and sewer user rates on an annual basis. The rates will increase as costs of service increase.

## [Why are you separate from the water company?](#)

Pulaski County Sewer District No. 1 was formed and serves as a Common Sewer District as per RSMO Chapter 204. Water Districts are formed and operate in accordance with different statutes.

## [Why is there a base charge? What gets paid with base versus usage charge?](#)

The sewer user fee is composed of a base rate and prorated rate/1000 gallons. The base rate is the portion of the user fee that pays for the administrative and debt service costs and is not related to a volume of usage. The prorated portion of the fee covers the cost of operation and maintenance and is charged in relation to the volume of usage. The more one uses water that must be transported and treated the more one pays.

## [Why don't I have a sewer meter when I have a meter for all other utilities?](#)

The District uses the volume of water a patron uses based on water meter readings collected October through February each year, dropping the highest and lowest reading months to determine the fairest monthly average water usage.

## [Why can't you bill me based on my monthly water usage instead of a yearly average?](#)

In order to be as fair as possible with constituents, it was determined that the monthly user rates charged would be based on average monthly winter usage, which does not include waters used for outdoor pools, lawn and garden watering and other summer water usage activities.

## [What exactly is wastewater? Why do I pay so much to flush my toilet?](#)

"Wastewater" is water-borne wastes emanating from Property together with groundwater, surface water, or storm water, where the water has been adversely affected in quality by human influence and which enters into a wastewater system, including the Facilities of the District. It is comprised of liquid waste discharged by domestic residences, commercial properties, and industry and can encompass a wide range of potential contaminants and concentrations. In the most common usage, it refers to the Wastewater that contains a broad spectrum of contaminants resulting from the mixing of Wastewaters from different sources. Removing the pollutants from waters that have been adversely affected by humans via physical, chemical and biological means is expensive and time consuming.

## [Why is my sewer bill so much higher than my water bill?](#)

The installation of an 8" gravity sewer is twice the cost of an 8" water main in Pulaski County rocky terrain. Sewer lines are usually buried deeper than water mains and must be laid at a constant downward slope to accommodate gravity flow at 2 ft/sec. Sewers include manholes approximately every 300 feet for maintenance access. Sewage pumps are much more expensive to purchase and maintain and have a shorter life than potable water pumps because of the sewage solids and corrosive environment. Wastewater must be treated before returning the water to our streams. The cost to construct, operate and maintain a WWTP far exceeds the cost to drill a well, install a pump and provide storage for potable water. The monthly cost to sample and analyze treated wastewater is greater than potable drinking water testing.