



City of Carbondale
Revenue Office
200 S. Illinois Avenue
Carbondale, Illinois 62901
Phone (618) 457-3265
Fax (618) 457-0632
Explorecarbondale.com

WATER, SEWER, REFUSE SERVICE CONNECT INFO & ORDER FORM

The City of Carbondale can provide:

- Water & Sewer Service
- Sewer Service Only (water provided by another water district; refuse service provided by City of Carbondale)

The following water districts serve some locations with water service within 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, contact the Water and Sewer 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

- Ameren (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 Water and Sewer Office at (618) 457-3265 and a customer service representative will assist you.

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

1. **Complete** the following Connect Order Form
2. **Attach** a copy of a valid photo I.D. (Driver's License or State Issued I.D.)
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) 457-3265.

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 and Sewer Office at (618) 457-3265.

WATER, SEWER, REFUSE SERVICE CONNECT ORDER FORM

Today's Date		Requested Connect Date	
Last Name		First Name	
Social Security Number		Driver's License Number	
Attach a copy of Driver's License or State ID			
Phone		Date of Birth	
Email			
Address			
Billing Address (if different)			
Landlord/Real Estate Agent Name	Number of Tenants		Service Deposit Amount Enclosed

FORM OF PAYMENT

Check	Money Order	Visa	Master Card	Discover
Credit Card No.			Exp. Date	Amount
Signature				

Fax or mail the completed form with a copy of your driver's license and payment of deposit to:

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

Fax Number: (618) 457-0632

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 and Sewer Office at (618) 457-3265.

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 the 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 the City Hall (Water and Sewer Office), First Southern Bank, Bank of Carbondale, First Mid-Illinois Bank & Trust or online at www.explorecarbndale.com. Automatic Bank Payment Plan is available to have your water/sewer/trash/recycle bill paid automatically from any participating bank, savings and loan, or credit union checking or savings account. Bills may be paid with cash, check, credit card (Visa, Master Card, Discover) or debit card.

A service fee, as provided by the 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 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 the 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 closing the account, the undersigned agrees to provide a valid forwarding address in which final billing, deposit or 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. The 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 at www.explorecarbndale.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	Rent	Own
-------	------	-----

Email Address

Signature

FOR OFFICE USE ONLY

Account Number	Receipt Number
----------------	----------------