

Start / Stop Service

To Start Service:

Please complete, sign, and date the application form and return it along with a clear copy of the applicant (and co-applicant, if applicable) **photo ID(s)** and the following supporting documents:

1. **New Owner** – A copy of the closing/ settlement statement or grant deed.
2. **Renter** – A copy of the signed rental/ lease agreement including the property owner’s name and phone number.
3. **Agent** – A copy of the listing agreement or other written authorization from the seller.

There will be no exceptions to the water service application process. All documents must be submitted before water can be turned on.

Return the Application and Required Documentation:

1. **In Person** – Sunnyslope County Water District office located at:
3570 Airline Highway
Hollister, CA 95023
2. **Via FAX** – (831) 637-1399
3. **Email** – billing@sscwd.org

Applications will not be processed over the phone.

Security Deposit:

A security deposit is required to be deposited at the time application for service is made. To qualify for no deposit or a reduced deposit, applicant may pursue one of the following options:

1. **No Deposit Required if:**
 - a. Applicant for service was a previous customer within the District at another location for more than three years, during the last thirty-six months of which the customer paid all bills promptly, **OR**
 - b. Apply to the District’s Finance Manager for a credit report check. A \$50 processing fee will apply. If credit approved, no deposit will be required,

if denied, the \$50 fee will be applied to the required deposit.

2. **Reduced Deposit Required if:**

- a. Applicant deposits ½ of the required cash deposit, **AND**
- b. Applicant signs up for the District’s in-house Auto-Pay service (using checking account method only) and remains on Auto-Pay in good standing for 36-months.

(Note: If Auto-Pay is cancelled for any reason during the first three-years of service, the deposit on account must be brought to the then current total deposit required.)

Deposit Required:

Water	Sewer Customer of:	Sewer	Total
\$ 125	Sunnyslope	\$ 275	\$ 400
\$ 125	City of Hollister	\$ 175	\$ 300

Other Information:

If the water service is currently on, we may schedule the transfer of service on the next available service day. If the water service is off and you would like service reconnected the same day, we must receive the application and required security deposit by 3:00 p.m. If received after 3:00 p.m., there may be a \$ 175 after-hour call-out fee, or service can be restored the next business day.

To Stop Service:

Accounts are not closed automatically. We request notice of 2 working days to cancel your service. Please contact our Customer Service Department at (831) 637-4670 to close your account and update your mailing address. It is your responsibility to contact our office to discontinue service.

Water Service Forms:

Start Service Application Fill-In Form-Jan 25, 2016.pdf

Auto Pay Authorization Fill-In Form.pdf

Sunnyslope County Water District

3570 Airline Highway, Hollister, CA 95023-9702
Telephone: (831) 637-4670 Fax: (831) 637-1399

AUTOMATIC PAYMENT AUTHORIZATION

When you enroll in Auto Pay, we will automatically debit your personal checking, share draft, or savings account for the total amount of your District utility bill. You will continue to receive your monthly District utility bill as normal; however, no manual payment will need to be made as the full amount due will be electronically deducted from your account **on the 15th of every month.**

To participate in Auto Pay, I agree to and understand all of the following terms and conditions:

- ◆ I must be current on my utility account to be eligible to sign up and remain on this program.
- ◆ It may take 3-6 weeks for my Auto Pay enrollment to be processed. I will need to continue to pay my bill as normal until I see **** ON AUTO PAY, DO NOT PAY THIS BILL **** appearing on my bill.
- ◆ I must authorize the District to debit my checking or savings account for the total monthly charges for utility services, partial payments will not be allowed.
- ◆ I must ensure that sufficient funds are in my checking or savings account to cover the full amount of my utility bill.
- ◆ If two refused electronic fund transfers occur on my bank account, the District may cancel this agreement at its option.
- ◆ The District must be promptly notified of any change to my checking or savings account. It is my responsibility to provide the District with current bank account information.
- ◆ The District recognizes the need for the privacy and protection of personal information. The District does not release customer's personal information to outside agencies or companies, except as needed in the billing and collection process related to the District's utility services.

AUTHORIZATION

I hereby authorize Sunnyslope County Water District to initiate debits (payments) or credits (corrections) to the financial institution indicated below for the purpose of paying my monthly utility bill with Sunnyslope County Water District. The financial institution is authorized to debit/credit my account. This authority is to remain in full force and effect until I revoke it by giving **15 days prior written notice** to Sunnyslope County Water District, it is canceled by Sunnyslope County Water District under the conditions stated above, or I terminate my service with Sunnyslope County Water District. I have also read and agree to the terms and conditions outlined above.

_____	Type of Account:	Checking	Savings
Financial Institution Name		or Share Draft	
_____	_____		
Routing / ABA Number *	Bank Account Number		

**IMPORTANT: For electronic debit processing, please attach a voided check to this form
(Do not give a deposit slip)**

* The Routing / ABA number is the routing number located at the lower left corner of your check (usually the first 9 digits).

_____	_____	_____
Customer Signature	Date	Daytime Phone No.
_____	_____	_____
Customer Name (please print)	District Account Number(s)	

OFFICE USE ONLY

Date Received	Route & Service:	Effective Date:
_____	_____	_____