



MEMBERSHIP CERTIFICATE
IN
COTTAGE HILL WATER WORKS, INC.

A Nonprofit Corporation Incorporated under the law of the State of Florida
(850) 968-5485 or 711 (TDD) chwwinc.com

Name \_\_\_\_\_

Rent \_\_\_\_\_ Own \_\_\_\_\_

Service Address \_\_\_\_\_

Deposit \$ \_\_\_\_\_

Service Charge \$ \_\_\_\_\_

Membership Fee \$ \_\_\_\_\_

Capacity Tap Fee \$ \_\_\_\_\_

Meter Fee \$ \_\_\_\_\_

Other Fee \$ \_\_\_\_\_

Total Paid \$ \_\_\_\_\_

Mailing Address \_\_\_\_\_

This is to certify that the above meter deposit has been made with Cottage Hill Water Works, Inc. Deposit is security for the payment of or to be applied to any and all amounts due upon cancellation of service. The deposit is the only amount refundable. This Membership certificate is issued and accepted in accordance with and subject to the conditions and restrictions stipulated in the Charter, By-laws of the corporation, and amendments to the same heretofore or hereafter made.

Transfer of Membership Certificate shall be made only upon the books of the Corporation, only to persons eligible to become members, only with the approval of the Board of Directors and only when the member transferring is from indebtedness to the corporation, all as more fully set forth in the Charter and by-laws of the Corporation.

No member of this Corporation will be entitled to more than one vote at meetings of the members, regardless of the number of Membership Certificates held. Every person upon becoming a member of this Corporation agrees to sign such an agreement for the purchase of water from the Corporation as may from time to time be provided and required by the Corporation.

- A. The net amount of the bill is due by the 1st of the month. A penalty of 10% of the gross amount of the bill is applied after the 10th. Failure to receive bills or notices will not prevent such bills from becoming delinquent nor relieve the consumer from payment.
B. Nonpayment within disconnection procedure timelines will result in the water being turned off and reconnection fee applied. If the meter is turned back on after it has been locked out by Cottage Hill Water Works, Inc., by anyone other than Cottage Hill Water Works, Inc. personnel, a \$100.00 tampering fee will be charged to the customer on first offense, \$200 for second offense and \$300 for third offense. Any tampering could result in the meter being removed and the customer may be denied further water service and/or require an additional deposit payment on the account.
C. ECUA sewer YES NO. For those members on sewer, you must apply with Emerald Coast Utilities Authority (ECUA) and must abide by ECUA rules. Failure to pay ECUA will result in disruption of service until all fees are paid and under the direction of ECUA. Cottage Hill Water Works, Inc. will supply water usage readings to ECUA for all sewer customers in our franchise area.

I have read the above and agree to abide by the rules, regulations and bylaws of this Corporation. I understand my failure to do so may result in the cancellation of water service.

Member's Signature Date

Witness the Seal of the Corporation and the signature of its duly authorized officers

affixed this \_\_\_ day of \_\_\_\_\_ 20\_\_.

CHWW Staff Representative

CHWW Executive Director



SOCIAL SECURITY # \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_

DRIVER'S LICENSE# \_\_\_\_\_

ISSUING STATE \_\_\_\_\_

PHONE NUMBER (\_\_\_\_\_) \_\_\_\_\_

CELL PHONE (\_\_\_\_\_) \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

IF RENTER:

LANDLORDS NAME \_\_\_\_\_ LAST UTILITY PROVIDER \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

PLEASE LIST ANY HEALTH CONCERNS RELATED TO MEDICALLY ESSENTIAL WATER SERVICE THAT WE MAY NEED TO BE AWARE OF:

\_\_\_\_\_  
\_\_\_\_\_

THE INFORMATION REGARDING RACE, ETHNICITY AND SEX DESIGNATION SOLICITED ON THIS APPLICATION IS REQUESTED IN ORDER TO ASSURE THE FEDERAL GOVERNMENT, ACTING THROUGH THE RURAL HOUSING SERVICE THAT THE FEDERAL LAWS PROHIBITING DISCRIMINATION AGAINST TENANT APPLICATIONS ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, RELIGION, SEX, FAMILIAL STATUS, AGE, AND DISABILITY ARE COMPLIED WITH. YOU ARE NOT REQUIRED TO FURNISH THIS INFORMATION BUT ARE ENCOURAGED TO DO SO. THIS INFORMATION WILL NOT BE USED IN EVALUATING YOUR APPLICATION OR TO DISCRIMINATE AGAINST YOU IN ANY WAY. HOWEVER, IF YOU CHOOSE NOT TO FURNISH IT, THE OWNER IS REQUIRED TO NOTE THE RACE, ETHNICITY, AND SEX OF INDIVIDUAL APPLICANTS ON THE BASIS OF VISUAL OBSERVATION OR SURNAME. THE RACE AND THE ETHNICITY OF EACH APPLICANT SHALL BE RECORDED ON THE APPLICATION FOR SERVICES.

ETHNICITY

\_\_\_\_\_ HISPANIC OR LATINO  
\_\_\_\_\_ NOT HISPANIC OR LATINO

GENDER:

\_\_\_\_\_ MALE  
\_\_\_\_\_ FEMALE

RACE (MARK ONE OR MORE)

\_\_\_\_\_ AMERICAN INDIAN /ALASKA NATIVE  
\_\_\_\_\_ ASIAN  
\_\_\_\_\_ BLACK OR AFRICAN-AMERICAN  
\_\_\_\_\_ NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER  
\_\_\_\_\_ WHITE OR CAUCASIAN

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER, AND EMPLOYER. THE UNIVERSAL TDD NUMBER OF 711 (TDD)



## BACK FLOW AND CROSS CONNECTION CONTROL

SERVICE ADDRESS \_\_\_\_\_

SERVICE:        EXISTING \_\_\_\_\_                      NEW TAP \_\_\_\_\_  
TYPE:            RESIDENTIAL \_\_\_\_\_                      COMMERCIAL / BUSINESS \_\_\_\_\_

TYPE OF BUSINESS \_\_\_\_\_

NAME of BUSINESS \_\_\_\_\_

CHECK OFF ANY OF THE FOLLOWING ITEMS LOCATED ON THE PROPERTY OR BUILDING?

1. IRRIGATION SYSTEM  
    A. WITH CHEMICAL ADDITIVES \_\_\_\_\_                      RPBA  
    B. WITHOUT ADDITIVES \_\_\_\_\_                      DCVA,AVB,PVB
  
2. COOLING TOWERS  
    A. WITH CHEMICAL ADDITIVES \_\_\_\_\_                      RPBA  
    B. WITHOUT ADDITIVES \_\_\_\_\_                      AG,RPBA
  
3. SOLAR DOMESTIC HOT WATER SYSTEM \_\_\_\_\_                      DCVA,RPBA
4. ORNAMENTAL FOUNTAINS \_\_\_\_\_                      DCVA,AVB,PVB
5. DECREASING EQUIPMENT \_\_\_\_\_                      DCVA
6. SWIMMING POOL  
    A. PUBLIC \_\_\_\_\_                      RPBA,AG  
    B. PRIVATE \_\_\_\_\_                      PVB,AG
7. FIRE SUPPRESSION SYSTEM (TOXIC LIQUID FOAM CONCENTRATES) \_\_\_\_\_
8. MEDICAL EQUIPMENT REQUIRING WATER SUPPLY \_\_\_\_\_                      AVB,PVB,RPBA
9. PREMISES WHERE INSPECTION RESTRICTED \_\_\_\_\_                      RPBA
10. ANY BUSINESS ASSESSED AS HEALTH HAZZARD \_\_\_\_\_                      RPBA

**The water user has the primary responsibility to keep contaminants out of the potable water system. This responsibility begins at the user connection and includes any and all water distribution piping on the premises. If a cross connection or a potential for a cross connection exists, the water user, at the water user's expense, must install, have tested, and maintain approved back flow preventers as required by the health agency or the water supplier. The water user should prevent the creation of a cross connection by modifications of the plumbing system.**

MEMBER  
SIGNATURE \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

COTTAGE HILL WATER WORKS, INC.  
P O BOX 581  
CANTONMENT FL 32533-0581  
(850) 968-5485 – chwwinc.com



The following is a summary of the rules and regulations of Cottage Hill Water Works, Inc. Changes may occur at any time and updates to policies are posted on the website and are available upon request at the office.

1. You may pay your bill at the office from 8:00 - 4:00 P.M., Monday through Friday. CHWW is closed on holidays. When paying at the office, please bring the entire bill. If paying by mail, please include the "return" noted stub portion with the payment.
2. Penalties apply for any payment made after the 10<sup>th</sup> of every month. When paying by mail and your check is received after the 10<sup>th</sup> of the month, the 10% penalty of the gross amount will be applied to the account. This includes bank bill-pay checks that are mailed out via the postal service. See our website at chwwinc.com for on-line payment options and fees.
3. We do offer ACH bill payment options without a fee. Please contact the office or visit the website for an authorization form and additional payment options.
4. Cut-off days are the second Tuesday of every month. If the water bill has not been paid by 4:00pm on the second Monday of the month, in the month following the original due date, water disconnection will be scheduled and a reconnection fee of \$30.00 will be applied to the account. The noted past-due balance on the current must be paid no later than the Monday before cut-off day by 4pm to avoid disconnection and/or fee. After that time, the reconnection fee, the past due balance along with the current balance will need to be paid to resume service. Payments need to be received by 3:30pm to have service restored the same day. Payments made after 3:30pm are subject to an after-hours service call fee for same day reconnection.
5. Nonpayment within the above disconnection procedure timelines will result in the water being turned off. If the meter is turned back on after it has been locked out by Cottage Hill Water Works, Inc., by anyone other than Cottage Hill Water Works, Inc. personnel, a \$100.00 tampering fee will be charged to the customer on first offense, \$200 for second offense and \$300 for third offense. Any tampering could result in the meter being removed and the customer may be denied further water service and/or require an additional deposit payment on the account.
6. Special meter readings or data logs, at the request of the member, will be completed for a service call fee of \$35.00. If the reading reveals that the meter has been read in error, there will be no charge.
7. The account holder is responsible for any damage to the meter, meter box or any equipment owned by CHWW. Replacement costs will be added to the customer account as well as any back billed usage based on an average consumption. It is the customer's responsibility to notify CHWW as soon as the damage occurs to avoid average-based back billing. The Corporation may, in addition to prosecution by law, permanently refuse service to any member who tampers with a meter or other measuring device.

**8. Residential Water Rates effective 1/1/2024 are as Follows:**

<i>First 2,000 gallons</i>	=	<i>\$27.00</i>
<i>2001-6000 gallons</i>	=	<i>\$4.50 per 1000 gallons</i>
<i>6001-8000 gallons</i>	=	<i>\$5.70/per 1000 gallons</i>
<i>8001-16000 gallons</i>	=	<i>\$6.00/per 1000 gallons</i>
<i>16001-24000 gallons</i>	=	<i>\$6.30/per 1000 gallons</i>
<i>24001-300000 gallons</i>	=	<i>\$6.60/per 1000 gallons</i>
<i>300001-Up</i>	=	<i>\$7.00/per 1000 gallons</i>
<i>\$3.00 per month upgrade fee for all water accounts</i>		
<i>Rental Deposits</i>	=	<i>\$150.00</i>
<i>Owner Deposits</i>	=	<i>\$75.00</i>

9. To discontinue service, notification of not less than three days must be given, in person or in writing, at the Corporation office. A forwarding address and contact information is required for any remaining deposit refund.

10. No member will allow a connection or extension to be made to his service line for the purpose of supplying water to another user, such as a house trailer.

11. The Water member agrees that the meter box will be accessible to the meter reader at all times. A bush or tree may not hang over the meter box unless it clears the box at least six (6) feet. Fences will have to have an offset built around the meter box or a gate within three (3) feet of the meter box. CHWW is not responsible for replacing grass in work areas.

12. The annual meeting will be held the second Thursday in October at 7:00 P.M.

13. If it becomes necessary for your water to be turned off, the meter reader does not have to notify you. Scheduled maintenance will be listed on the website. Members may sign up for alerts on our website at [chwwinc.com](http://chwwinc.com) for immediate notifications regarding emergency repairs that could impact the water service.

14. There is a service charge of \$35.00 on any payments returned for any reason. If a payment made for reconnection of service after being cutoff is returned, the water service is subject to immediate disconnection.

15. For those members on sewer, you must apply with Emerald Coast Utilities Authority (ECUA) and must abide by ECUA rules. Failure to pay ECUA will result in disruption of service until all fees are paid and under the direction of ECUA. Cottage Hill Water Works, Inc. will supply readings to ECUA for all sewer customers in our franchise area.

MEMBER

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_