



REQUEST FOR SPECIAL SERVICES

Meter Report for bill dated _____ (not available for all meters) **\$ 25.00**
See back of form for more details.

Reread of my meter for bill dated _____ **\$ 25.00**
Fee waived if SGWASA staff determine meter is not functioning properly or was previously misread.
See back of form for more details.

Multiple trip to connect/disconnect services **\$ 25.00**
Date requested: _____
Reason for subsequent trip: _____
See back of form for more details.

Temporary disconnection/reconnection for period (cannot exceed 30 days) **\$ 75.00**
Disconnect service date: _____ Re-establish service date: _____
See back of form for more details.

Reinstallation of a meter removed for tampering **\$100.00**
See back of form for more details.

Other: Please describe _____

Customer Notice

It is the responsibility of the customer to ensure timely payment for all billed fees and services. **By signing below, you acknowledge understanding of the service(s) being requested and consent to paying all applicable fees as specified above. These fees will be added to your account at the completion of the request.**

Customer signature

Date

Contact telephone #

SGWASA Use Only

Acct # : _____ **Acct Name:** _____

Recd by: _____ **Initials:** _____ **Date:** _____

Processed by: _____ **Initials:** _____ **Date:** _____

Customer contacted by: _____ **Initials:** _____ **Date:** _____ **Method(phone/mail/etc):** _____

Notes: _____

Meter Report:

Upon receiving the request, a workorder will be processed to have a technician determine if the requested report can be obtained from your meter. If the report can be generated, the technician will obtain the report. Once the technician returns the report to the Admin Office, a copy of the report will be mailed to you at the mailing address on record. If it is determined by SGWASA staff that there is an issue with the meter, the fee will not be charged.

Reread on Meter:

Upon receiving the request, a workorder will be processed to have a technician come out and obtain a new reading on your meter. You will be contacted at the number provided with that reading. If it is determined by SGWASA staff that there is an issue with the meter, the fee will not be charged.

Multiple Trip:

Upon receiving the request, a workorder will be processed to have a technician come out to address your service request needs. You will be contacted at the number provided if necessary.

Temporary Disconnection:

This service is designed to allow for plumbing repairs, maintenance, or similar circumstances. Upon receiving the request, a workorder will be processed to have a technician come out and turn the water off. Once the repairs are completed, please contact the office and we will send the technician to turn the water back on for you. ***Please do not turn the water on or off yourself, as this could possibly lead to an additional \$100 charge. Temporary disconnects may not exceed 30 days without SGWASA's prior written approval.***

Reinstallation:

Upon receiving the request for a meter to be reinstalled, a workorder will be done to have a technician come out and install/reinstall and turn on the meter.

Please note that we do not offer "same day" services on these items. If we receive the request prior to 3:00pm, we can process the request for the following business day. If the request is received after 3:00pm, it will be processed for the 2nd following business day. Please feel free to contact us if you have any further questions.