

INITIATING OR RESTORING WATER SERVICE

1. Upon completion of an application for new water service and payment of all applicable fees and outstanding charges in Southern Utilities Company's (Southern) billing office, water service will be initiated on the later of Southern's next regular business day or the date specified by the Customer.
2. If water service has been disconnected due to nonpayment of delinquent bills, violation of service rules, damage to Southern owned equipment, unauthorized restoration of water service, leaks on Customer's private plumbing system, etc., water service will be restored on Southern's next regular business day following payment in full, in Southern's billing office, of all delinquent amounts including all applicable reconnection fees, service deposits, equipment charges and service charges.
3. Water service will not be initiated or restored unless Southern's service personnel verifies someone is present at the account location in the event a problem exists on the Customer's private plumbing system. If the someone is not present at the account location, either Southern's curb stop or the Customer's gate valve will be left in the off position with water service unavailable to the account location.
4. If Southern's curb stop or the Customer's gate valve is left in the off position is unlocked only, the Customer can initiate or restore water service to the account location as follows:
 - a. At the curb stop: The Southern owned curb stop is located immediately upstream of the water meter. To turn the curb stop on, turn the bar on top of the curb stop 90 degrees so the bar is parallel to the flow direction of the water meter and curb stop.
 - a. At the gate valve: The Customer owned gate valve is located within three feet (3') downstream of the water meter. To turn the gate valve on, turn the wheel on top of the gate valve in a counterclockwise direction until the wheel stops turning.
5. Should the Customer request Southern's service personnel to return to the account location after Southern's first (1st) attempt failed to initiate or restore water service to the account location and either Southern's curb stop or the Customer's gate valve was left in the off position, the Customer agrees to and will be charged the total cost incurred by Southern for returning to the account location a second (2nd) time to initiate or restore water service.