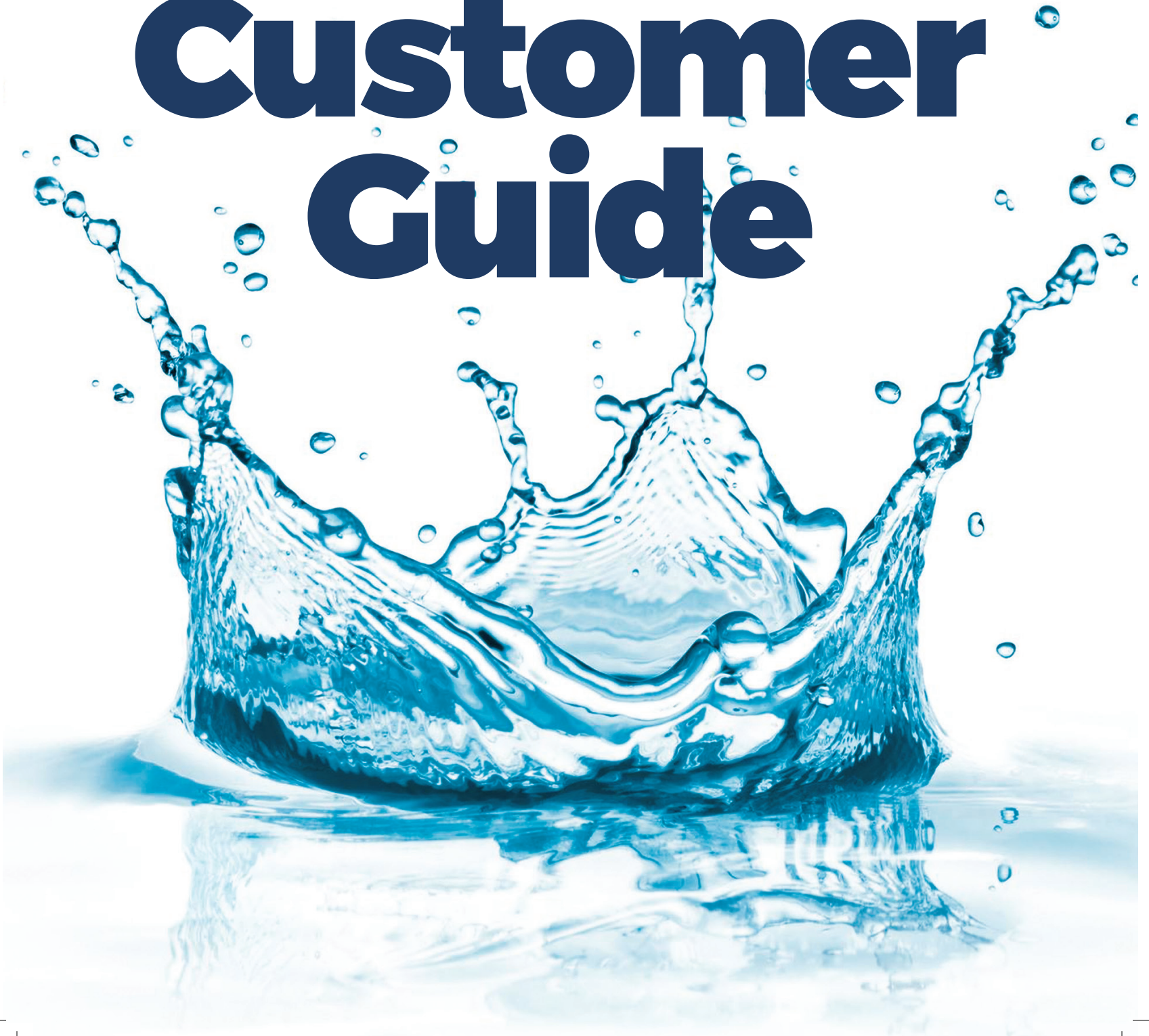




New Customer Guide



Welcome to Columbia Water!

We are happy to have you as one of our customers. The information in this guide will help you understand your water and sewer services.

Columbia Water has been in operation since 1905, and we remain committed to delivering innovative, high-quality municipal services.

Our staff work diligently around the clock to ensure that you have reliable water and sewer services.

The Columbia Water Customer Care Team is available 8:00 a.m. to 6:00 p.m., Monday-Friday to assist you with your water and sewer needs.

If you have questions about your account or your water and sewer services that have not been addressed in this guide, please contact us anytime at **(803)545-3300**.

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CONTACT INFORMATION

City Customer Care

The City Customer Care Center is located at 3000 Harden Street. Customers can come to Customer Care Monday through Friday 8:30 a.m. to 5:00 p.m. to speak with a Customer Care Representative.

Customer Care Center

3000 Harden Street
Columbia, SC 29201
803.545.3300
Online requests:
CustomerCare@ColumbiaSC.gov



Customer Care Center | 3000 Harden Street | 803.545.3300

CustomerCare@ColumbiaSC.net

SETTING UP NEW SERVICE

Set Up New Service

Water accounts can be opened or transferred by submitting a signed **Water Service Contract Form** then speaking with a Customer Care representative. First submit the form using one of the methods below, then contact Customer Care at 803.545.3300 between the hours of 8:00 a.m. and 6:00 p.m. to finalize your contract.



Download the form: <https://www.columbiawater.net/new-service-application/>

Ways to Submit Form:

Online: <https://www.columbiawater.net/new-transfer-service-application/>

E-mail: WaterContracts@ColumbiaSC.gov

Mail: PO Box 147 Columbia, SC 29217

Fax: 803.733.8219

In person: 3000 Harden Street between 8:30 a.m. and 5:00 p.m.

We cannot accept request for service from a third party. The account must be listed in the name of lessee or purchaser/owner of property.

We will request ALL of the following information:

- The street address where water service is requested.
- The name to appear on your account.
- Mailing address if different from the service address.
- Social Security Number.
- Date service is to begin
- Contact telephone numbers for home and work

In some cases, our representative will not be able to extend service at the time of your request. You may be given additional instructions and requirements before service can be established.

Your First Bill

There is a **\$30.00 New Account fee** added to your first bill. There is an additional **\$15.00 connection fee**.

Backflow Prevention/Cross Connection

If you plan to add an irrigation system to your home or business, you will need to ensure that you or your contractor installs a backflow preventer. This device prevents contamination from getting in to the water going into your home and/or the general water supply. Upon completion, a report must be submitted to Columbia Water by a certified tester. Columbia Water will only accept test results from plumbers meeting

certain program requirements. A list of certified backflow testers can be found online here: <http://columbiawater.wh1.idfsites.com/wp-content/uploads/2018/10/2018CertifiedBackflowTesters.pdf>



Backflow field testing forms can be downloaded here: <https://www.columbiawater.net/depts/utilities-engineering/docs/dw/backflow-field-test-report.pdf>

Transfer Service

Service at your address can be transferred to another address if you relocate. In order to transfer service, all past-due balances must be zero. In some cases, your request to transfer may be denied if additional information is needed based on the new address. The Customer Service Representative will inform you when a denial is necessary.

There is a **\$30 New Account fee** added to your first bill. There is an additional **\$15 connection fee**.

Discontinue Service

To arrange to discontinue water service, call our Customer Care Center at 803.545.3300 between the hours of 8:00 a.m. and 6:00 p.m, Monday through Friday.

Customers may complete the form online: www.columbiawater.net/stop-service/

Only the account holder will be allowed to terminate service. The last four five digits of the social security number must match the account information or the request will not be processed. **All final readings will be taken within five business days of the termination effective date.**

When you call, please be prepared to provide the following information:

- 1 Your account number, service address or name the account is listed in. Personal information will be requested to verify your identify before disconnect request is processed.
- 2 The date service should be discontinued. (There may be up to five business days before the disconnect request is completed).
- 3 Your mailing address for the final bill.

BILL PAYMENT INFORMATION

About Your Final Bill

All final bills are clearly marked with the words "Final Bill." Only bills marked "Final Bill" terminate your financial responsibility for the service. If you believe you received a bill after your service was terminated, please contact Customer Care at 803.545.3300.

All customers receive a water bill each month. If you do not receive a monthly bill, you must contact Customer Service immediately. Failure to receive a bill does not relieve the customer of the obligation for payment nor from the consequences of non-payment.

Bill Payment Information

City of Columbia water and sewer customers can pay their bills in-person at our bill payment centers, by mail, through bank draft, or online. Bill payment centers are open Monday through Friday 8:30 a.m. to 5:00 p.m. Customers can pay with cash, check, money order, or credit card. Please note that all credit card transactions will be subject to a convenience fee.

Walk-in & Drive Through Payments

City of Columbia Customer Care Center

3000 Harden Street
Columbia, SC 29201
803.545.3300

Mail-in payments

City of Columbia Water
PO Box 7997
Columbia, SC 29202

Online Payments

Location: www.ColumbiaSC.net/payment-center/online
Payment methods: Visa, Master Card, American Express, Discover, Electronic Check

Electronic Check

\$2.50 per transaction
Online portal access 24/7
Monday-Friday 8:00 a.m.-6:00p.m. for questions about this service
Phone: 803.545.3300 City of Columbia Customer Care

Drive-Through Payments

Location: First Citizens Bank Branches - see branch locations below

Payment methods: Cash, Check

Fees: No fees

Hours: 9:00 a.m.-5:00 p.m. Monday thru Thursday
9:00a.m.-6:00p.m. Fridays

Payment Restrictions: Must bring bill. No past due bills.

Branches

1301 Park Street
7366 Garners Ferry Road
6824 North Main Street
860 Knox Abbott Drive
2600 Rosewood Drive
9800 Two Notch Road
7039 Parklane Road
949 Lake Murray Boulevard
1509 Dutch Fork Road
131 Forum Drive (Sandhills)

Phone: 803.545.3300 City of Columbia Customer Care, option 1 then option 2, or simply call 1-866-942-6729 (\$4.00 convenience fee).

Boil Water Advisories/Signing Up for Columbia/Richland Alerts

Columbia Water sends out Boil Water Advisories when there are line breaks or any time there is service or replacement to water service lines within the distribution system to ensure the safety of our customers. If you would like to be notified of any boil water advisories in your area you can sign up online: <http://www.columbiasc.net/911/citizens-alerts>

Reporting Water Quality Issues/Concerns

Water Quality Testing

The City of Columbia will test the water in your home if you have concerns about lead or other issues. Testing is free for Columbia Water customers. To find out how to have your water tested contact Customer Care at 803.545.3300.

Service Requests

Submit service requests by phone, email, or online.

Phone: 803.545.3300

Email: CustomerCare@ColumbiaSC.net

Online: <https://columbiasc.net/customer-care/service-requests>

Water Base Charges

The City of Columbia tracks water usage in Units of 100 cubic feet.

1 Unit = 100 cubic feet
100 cubic feet = 748.052 gallons

All customers are charged a **flat fee for up to the first 3 Units** of water use. This fee is based on meter connection size and location. Customers are then charged for each additional Unit of water they use. Rates became effective on July 1, 2021.

Up-to-date water and sewer rates:
<https://www.columbiascwater.net/rates/>

Sewer Service Rates

All sewer customers are charged a flat fee (base fee) for a sewer connection. This fee is based on water meter connection size and location. Customers with multiple units serviced by a single meter are also charged an additional fee per unit based on location. Customers are then charged for each Unit of water they use. This rate is based on location. Rates became effective on July 1, 2021.



A Note About Sewer Billing

Customers with multiple units serviced by a single meter will now see two line-items on their bill where previously there was only one. The two items are the **Sewer Rate** and the **Base Sewer Fee**. Previous bills had these two items combined into a single charge. These fees are calculated as follows:

- **Sewer Rate** = Base Meter Fee + Charges for Water Per Unit
- **Base Sewer Fee** = Number of units X Additional Unit Fee

Annual Seasonal Sewer Discount

Sewer charges are calculated based on the amount of water used each month. During summer periods, residential sewer charges are capped at 1,400 cubic feet. These charges only impact Columbia Water customers who are charged for sewer service - customers can check their monthly bill to see if they are charged these fees.

“Columbia Water is one of the few water providers that cap our sewer charges during the spring and summer,” says Clint Shealy, Assistant City Manager of Columbia Water. “We recognize that our customers’ water use patterns change with the seasons, and we want to make sure our charge policies are fair and equitable by reflecting that use.”

High Use Bills

Looking for Leaks

High use bills can be shocking when they arrive unexpectedly. A sudden increase in your utility bill could indicate a leak somewhere in your home plumbing system. Early detection of a leak can minimize water loss at the property. Leaks from pipes, plumbing fixtures, and fittings are a significant source of water usage for many homes. Research has shown that the typical home can lose 2,000 to 20,000 gallons of water per year due to leaks. Some leaks are obvious: a dripping sink faucet or a constantly running toilet. Others may be more difficult to locate.

Columbia Water encourages customers to download the FREE Eye On Water app. Eye on Water empowers customers to track their water usage and set leak alerts. <https://columbiascwater.eyeonwater.com/signin>



UNDERSTANDING YOUR WATER/SEWER SERVICE

Columbia Water
Drinking Water • Wastewater • Stormwater

INTRODUCES
EyeOnWater

See Your Water Usage

Follow the simple steps below to access your water usage information online.

1. Visit <https://columbiawater.eyeonwater.com> and click Create Account to create your online account. You'll need to enter your service zip code and your utility billing account number. You can find your utility billing account number on a mailed copy of your water bill or on your online billing account.
2. Enter your name, email and create a password.
3. Check your email for the verification message that has just been sent.
4. Click on the link in the email to verify your email address.
5. After clicking the link in your email, enter your email address and password to sign in.
6. Once you've logged in, you'll be able to view your water consumption.

columbiawater.net

Water and Sewer Line Responsibility

The City of Columbia owns and maintains:

- The water main
- The water service line running to the meter
- The meter box
- The meter
- The sewer service line from the property line to the sewer main
- And the sewer main

If there is a problem with any of these, contact the City at 803-545-3300, and we will address it.

The property owner owns and is responsible for maintaining:

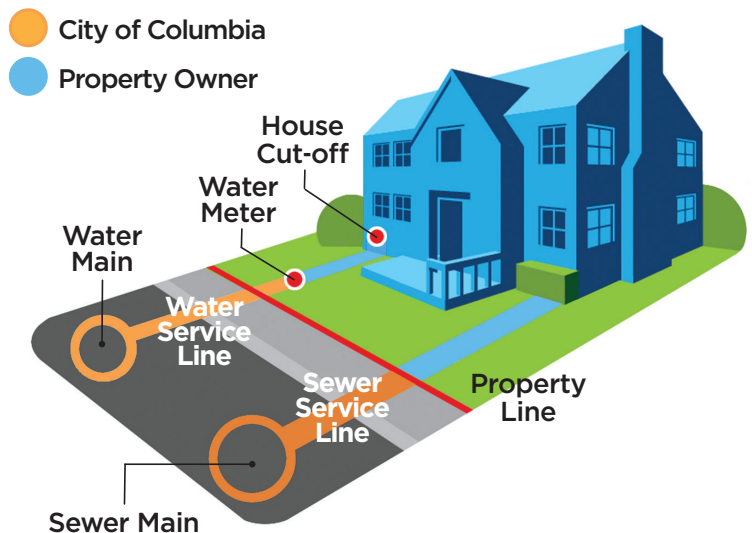
- The water service line running between the meter and the building
- All plumbing attached to the water service line
- And the sewer service line up to the property line.

The image below shows which portions of a customer's water and sewer service are the responsibility of the City and which are the responsibility of the property owner.

Columbia Water cannot repair private lines.

Property Damage Claims

If you have property damage potentially caused by a disturbance in the City of Columbia's utilities (water and sewer service), please call **Companion Property & Casualty 1.800.827.5794** 24/7. An adjustor will take your information. *Companion Third Party Administrators, LLC



Locating and Understanding Your Water Meter

Your water meter tracks how much water you use each month. Most meters are located along the right of way in your front yard. Your water meter is designed to read cubic feet (ft³). You are charged for your water use in units of 100 ft³. Columbia Water has responded to our customers' demand for more accurate bills. Our plan is to provide the most reliable possible measurement of our customers' water use by installing



advanced metering technology. With this Advanced Metering Infrastructure (AMI), our customers' water consumption will be transmitted remotely, securely, and directly to Columbia Water on a daily basis. Columbia Water installed 155,000 AMI meters in our service area. AMI is part of our on-going efforts to provide innovative, high-quality municipal services.

BILL REDUCTION AND DAMAGE CLAIMS

Courtesy Reductions

Customers may be eligible for a one month reduction of water and sewer charges by 50% after a high-use bill. Courtesy reductions are used if a customer cannot identify the cause of an unexpected high use or if the cause was not from a leak that has since been repaired.

Plumbing Repair Reduction

Customers may be eligible for a charge reduction when plumbing problems occur on the property. Before an account can be reviewed for an adjustment, proof of repairs is required.

Customers will need to submit the following:

- Copies of the repair bill or a written statement reflecting the item repaired and the date repairs were completed.

Additional Rules

After repairs have been completed, the water usage at the location must return to normal before a credit can be applied to the account.

No more than three months are adjusted for any plumbing problem/event.

Only one adjustment (either Courtesy or Plumbing Repair) is allowed per 12 month period.

Plumbing Adjustment Calculation

An average consumption is calculated using the previous 12 months of consumption history. If the customer does not have 12 months of history, a minimum of 90 days history is required (without plumbing problems) before an account will be reviewed for an adjustment.

Customers must pay the average consumption for each month adjusted to the maximum of three months. Any amount above average is reduced by 50% for water service. Sewer reductions are based on the type of problem that occurs at the property. If the water does not re-enter the sewer system, sewer charges are reduced 100% above the customer's average. If the water re-enters the sewer system, sewer charges are reduced 50% above average.

Calculation Example

Average consumption = 300 cubic feet
Cost = \$5.00 water
Cost = \$10.00 sewer

Billed charge as a result of a broken service line that was repaired		
November	\$50.00 water	\$100.00 sewer
December	\$50.00 water	\$100.00 sewer

Water

Billed charge	\$50.00
Average	\$ 5.00
Difference	\$45.00
Reduced 50%	\$22.50 Credit Amount

(The same process is repeated for November and December.)

Sewer

Billed charge	\$100.00
Average	\$10.00
Difference	\$90.00
Reduced 100% - if not draining to sewer	\$90.00 Credit Amount
Reduced 50% - if draining to sewer	\$45.00 Credit Amount

(The same process is repeated for November and December.)

Follow us @ColumbiaSCWater for up-to-date information and other helpful hints.





We Are Columbia



Customer Care Center | 3000 Harden Street | 803.545.3300

CustomerCare@ColumbiaSC.net