



City of Du Quoin
302 E. Poplar Street
Du Quoin, IL 62832
(618) 542-3841
www.duquoin.org

WATER & SEWER CONNECT INFORMATION AND ORDER FORM

The City of Du Quoin can provide:

- Water & Sewer Service (City provides water and sewer service)
- Water Service Only (Sewer maintained by Aerator, Septic, etc.)
- Sewer Service Only (Water provided by another water district)

The following water districts serve some locations with water service within the City limits. The City provides sewer service to those residential and business units that receive their water service from a different water district. You must contact the water district office to receive their water service. If you do not know which provider your dwelling or business unit is serviced by, please contact either that City's water office, your landlord or real estate agent before completing this connection form.

Local Water Districts:

Village of Dowell – 618-568-1513

Tamaroa Water – 618-496-3209

Village of St. John's – 618-542-4113

Connection Deposit Amount:

A \$150.00 deposit is required for customers of the City of Du Quoin's water and sewer system that are renting property or purchasing property contract-for-deed.

To request a Water and/or Sewer Connect please follow these steps:

1. **Complete** the following Connect Order Form
2. **Attach** a copy of Valid photo ID (Driver's License of Stat issued ID)
3. **Attach** a check or money order of deposit amount (Payable to the City of Du Quoin) or complete credit card information
4. **Attach** and **sign** the completed agreement for Water/Sewer form

Question?? Call (618) 542-3841

NOTE: Don't forget to disconnect your water and sewer service when you move. All customers will continue to be billed through the day they disconnect service. You must submit a request in person to cancel service. Please contact the water office at 618/542-3841 for questions. Contacts after 3:30pm will be processed on the next business day.



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AGREEMENT FOR WATER/SEWER SERVICE

The undersigned party agrees to abide by all Ordinances, Rules and Regulations of the City of Du Quoin. The party agrees and understands that this agreement applies only to the premises described below to be served, and is not transferable to other premises. The party further agrees to be liable for any damage to the City of Du Quoin's property caused by any person residing on the premises.

Bills are mailed on a monthly basis. A penalty, as provided by City ordinance as amended, will be added to the total bill if not paid by the due date. Failure to receive bill does not relieve the customer of water/sewer liability and penalty.

Payments can be made at City Clerk's Office, or online at www.duquoin.org. Bills may be paid with Cash, Check, Money Order, Credit Card (Visa, MC, Discover), Debit Card, or Automated Checking Withdrawal (ACH).

A service fee, as provided by ordinance as amended, will be charged to re-connect service when a meter has been turned off for non-payment in the amount of \$40.00. A \$20.00 service fee is charged on all returned checks and insufficient fund transactions (NSF). Restitution for NSF charges must be submitted by Cash.

Deposits are required on all rental and contract-for-deed properties as provided by ordinance as amended. The deposit will be applied toward final billing.

The undersigned party is responsible for all billing until such time as the account is closed. Closing may only be performed by the undersigned party in person or by telephone verification. The account will remain open until the City of Du Quoin has received proper notice that the account is to be closed.

Upon account closing, the undersigned agrees to provide a valid forwarding address in which final billing, deposit, and communication information may be provided. You must submit a request in person to cancel service. Please contact the water office at 618/542-3841 for questions. Delinquent accounts may be turned over for collection and/or legal action. The undersigned party agrees to pay all collection costs, including, but not limited to, attorney fees. Applicant acknowledges that a copy of the City's current rules and regulations and ordinances are available at the City Clerk's office and online at www.duquoin.org

I certify that I have read and understand the above contract for service and agree to be bound by those terms.

Date: _____

Name: _____

Service Address: _____

Phone (Home): _____ Work: _____ Cell: _____

Signed: _____

Account #: _____ Deposit Amt# _____

(City Clerk's Office Staff Use Only - processed by) _____



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Water / Sewer Connect Order Form

Today's Date _____ Requested Connect Date _____

Last Name _____ First Name _____

Social Security # _____ Driver's License # _____

Home Phone # _____ Date of Birth _____

Email Address _____ Service Address _____

of Tenants _____

Billing Address *(If Different than Service Address)*

Landlord/Real Estate Agent Name: _____

Service Deposit Amount Enclosed: \$ _____

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Contacts after 3:30pm will be processed on the next business day.

Signature _____



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Water / Sewer Disconnection Request

(Must be submitted in-Person at City Clerk's Office)

Today's Date _____ Requested Disconnect Date _____

Last Name _____ First Name _____

Driver's License or State I.d. # _____

Home Phone # _____

Service Address for Disconnection _____

NOTE: Contacts after 3:30pm will be processed on the next business day.

Forwarding Address (*For Deposit Refund, if applicable*)

Name of New Property Owner (*if known*): _____

Signature _____

(By signing, you agree to pay final balance in full or have amount due deducted from initial deposit if applicable)

For Office Use Only:

Service Deposit Amount Refunded: \$ _____ Date: _____