

## WATER CUSTOMERS' FREQUENTLY ASKED QUESTIONS

1. If I rent a home, how do I set up my water service with Richland County Utilities (RCU), if the residence was previously provided water service by the County's water system?

Answer:

- The Customer will need to come to the Utility Department's office at 7525 Broad River Road in Irmo.
  - Bring a valid picture identification (state issued driver's license, state issued identification card, military issued identification card, and/or a passport)
  - The Customer will fill out and execute the "**Application for Richland County Utility Service**" and the "**Water Users Agreement**", which are located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>
  - The Customer will need to provide a copy of the lease. The lease must clearly reflect the name of the tenant and landlord along with their signature.
2. If I purchase a home that was previously provided water service by Richland County Utilities, how do I transfer the service to my name?

Answer:

- The Customer will need to come to the Utility Department's office at 7525 Broad River Road in Irmo
- Bring a valid picture identification (state issued driver's license, state issued identification card, military issued identification card, and/or a passport)
- The Customer will fill out and execute the "**Application for Richland County Utility Service**" and the "**Water Users Agreement**", which are located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>
- Bring proof that you purchased the property (a copy of the recorded deed, closing statement, and/or a copy of a paid property tax receipt)

Make sure that you have your correct service address for the new service.

3. If I construct a new home or purchase a home that does not have water service and I want to connect to Richland County water system, what do I need to do?

Answer:

- Contact our office to determine if Richland County water service is available to your property. Our phone number is 803-401-0050.
- The Customer will need to come to the Utility Department's office at 7525 Broad River Road in Irmo
- Bring a valid picture identification (state issued driver's license, state issued identification card, military issued identification card, and/or a passport)
- The Customer will fill out and execute the "**Application for Richland County Utility Service**" and the "**Water Users Agreement**", which are located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>
- The Customer will be required to pay the applicable tap fees
- Bring proof that you own the property (a copy of the recorded deed and a plat of your property with a mark identifying the desired location of the water meter) for which you are requesting service

Make sure that you have your correct service address for the new service.

\*Once fees are paid and the application has been submitted, a blue flag will be provided to the property owner to be placed on the property at the requested location of the water meter. Location must be on the property line closest to the water main. It will be approximately ten (10) working days, after all applicable encroachment permits are received, before your new service will be installed.

4. Does the Customer have to come in and execute all documents in order to obtain new service?

Answer:

Yes, Customers are required to execute all applicable documents relating to the request of new utility service. However, if a Customer is unable to come into RCU's office to execute the applicable documents due to extenuating circumstances, an "**Authorized Agent**" may be designated to act on the Customer's behalf. In order for the Customer to designate an "**Authorized Agent**", the Customer will need to execute a **Special Power of Attorney**. RCU has provided a Special Power of Attorney form, which is located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>. If the Customer wishes to provide their own Special Power of Attorney form, the Special Power of Attorney form must include the property owner's signature, a witness signature, as well as a separate notary signature that includes the proper notarization.

5. Is it possible for me to fax in the “**Application for Richland County Utility Service**” and the “**Water Users Agreement**” to set up my new service with Richland County Utilities?

Answer:

No, all Customers must come in to our office to fill out and submit the “**Application for Richland County Utility Service**” and the “**Water Users Agreement**”

6. If I am going to be out of town for several months, what options do I have to suspend service until I am back?

Answer:

We offer our Customers the option to lock their water meter for a fee. What this means is County personnel comes out and locks the meter which will turn off your water. The account holder will still be responsible for paying the minimum monthly fee of \$14.00 during this time.

7. If I want to winterize my irrigation system, what option do I have to suspend the service until I am ready to use the irrigation system?

Answer:

We offer our Customers the option to lock their irrigation water meter for a fee. What this means is County personnel comes out and locks the meter which will turn off your water. The account holder will still be responsible for paying the minimum monthly fee of \$14.00 during this time.

8. If I am a tenant that is moving and I want to disconnect my service, what do I need to do?

Answer:

You must execute and submit the “**REQUEST TO TERMINATE UTILITY SERVICE**” form, which is located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx> . Completed forms can be returned in person, faxed to **803-401-0030**, or mailed to Richland County Utilities, 7525 Broad River Road, Irmo, SC 29063. Please make sure to include your forwarding address and contact information with your request. If we do not receive your forwarding information, we will be unable to process your request. Once we receive your request, office staff will finalize your account and you will receive a final bill.

9. If I am a property owner and I have just sold my property, what do I need to do to transfer the water service to the new property owner?

Answer:

You must execute and submit the **“REQUEST TO TERMINATE UTILITY SERVICE”** form, which is located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx> . Completed forms can be returned in person, faxed to **803-401-0030**, or mailed to Richland County Utilities, 7525 Broad River Road, Irmo, SC 29063. Please make sure to include your forwarding address and contact information with your request. If we do not receive your forwarding information, we will be unable to process your request. Once we receive your request, office staff will finalize your account and you will receive a final bill. *The new property owners will need to come into our office and follow the procedures to set up their service and account (See item # 2).*

10. How can I pay for my water service?

Answer:

Richland County Utility Customers have the ability to pay for their utility service in person at the Richland County Finance Department (2020 Hampton street, 4<sup>th</sup> Floor), over the phone (803.576.2094 or 2099), online by visiting [www.rcgov.us](http://www.rcgov.us), or by mailing in their payments. Payments in the form of cash, check, credit card (American Express, Visa, MasterCard, and Discover) and money order are accepted. There is an additional fee of 1.7% of the amount when using the credit card payment. It is recommended that customers refrain from mailing in a cash payment.

11. Where does my maintenance responsibility for my plumbing begin?

Answer:

The Customer’s responsibility begins at the connection at the water meter, on the property owner’s side of the water meter, and continues throughout property including any buried water service lines pipes and plumbing in the home.

12. Where does the County's responsibility begin?

Answer:

Richland County Utilities is responsible for all water main lines throughout the system. This includes any main lines located in the right of way or main lines located in easements on private property. Richland County Utilities does not own or maintain any water service lines, which are located on private property.

13. How do I determine if I have a leak on my plumbing system?

Answer:

- Check Faucets in the bathroom and kitchen periodically. Worn washers are most often the cause of dripping faucets.
- Broken sprinkler heads or damaged underground pipes are common sources of irrigation system leaks. Watch your system run at least once a month to spot problems early. Have a professional winterize your irrigation system to prevent problems at seasonal start-up.
- Check toilets for leaks often. The most common causes of a leaking toilet can include a float device set too high, which causes water to run into the overflow tube, and/or a warped or cracked flapper.

\*If you believe that you have a leak, contact Richland County Utilities and ask that a water usage report be generated from your water meter. If your home has one of the new electronic water meters, Richland County Utilities has the ability to generate a report showing the last 6 months of water usage.

14. How do I get an adjustment to my account if I have had a leak?

Answer:

Please review the **Bill Adjustment Policy**, which is located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx> . Once the necessary repairs have been made, you will need to complete the **“REQUEST FOR BILLING ADJUSTMENT”** form and attach copies of receipts or invoices showing that the repair has been made. The completed form and applicable receipts can be submitted in person to the Richland County Finance Department (2020 Hampton street, 4<sup>th</sup> Floor), or can be faxed to 803.401.0030. No adjustment will be given on any bill older than the past two billing cycles or on any irrigation accounts.

15. What do I do if my water meter is locked due to delinquency of my account?

Answer:

If your meter has been locked due to delinquency, you will incur an additional fee to have the service restored once you have paid the past due balance. Once the past due balance has been paid, Richland County Utilities will restore service by the close of the following business day. Service restoration will occur only during normal business hours (7:00 am till 4:30 pm). Richland County Utilities will not restore service during the weekend or on a holiday. If you pay your balance on Friday afternoon at 3 pm, Richland County will have until 4:30 pm on Monday to restore your water service. Payments must be in the form of cash, money order or certified check in order for reconnection of service to be processed.

16. If I see a leak on the County's water or sewer system, how do I report it?

Answer:

You can come into the office or call the after-hours number, at 803-401-0050, to report any problems that you see on the County's system.

17. If I have concerns that my meter is not working properly, what are my options?

Answer:

We do offer to our customers the option to have their meter tested. There is a charge for testing if it is determined that the water meter is functioning properly.

18. If I am going to dig in my yard, how do I find out where the buried utilities are?

Answer:

You will need to call SC811 by dialing 811 or (888) 721-7877. They will then send all pertinent utilities out to locate the buried utilities. You will need to call at least 3 full business days prior to digging.

\*Richland County Utilities only locates to the water meter. It is the customer's responsibility to locate any buried water/sewer lines that they are responsible for

19. What do the paint markings in my yard mean?

Answer:

**Electric marks in Red**

Area to be excavated marked in White

**Gas marks in Yellow**

**Communications (Cable TV and Telephone) marks in Orange**

**Water marks in Blue**

**Sewer marks in Green**

**If you have any questions or concerns, which have not been answered above, please do not hesitate to contact our office, 803-401-0050.**