SALISH & KOOTENAI HOUSING AUTHORITY | WATER/SEWER DEPARTMENT

Customer Information Sheet

Residential water and sewer service

CUSTOMER COPY
KEEP THIS PAGE

BEFORE YOUR WATER IS TURNED ON

- All fees, the first month's charges, and any past due balance on the property must be paid first.
- You or your representative must be home. We wait 10 minutes, then leave without turning the water on.
- If we find a leak, the water stays off until it is repaired.
- Homesite lease: we must verify a valid lease in the applicant's name.
- Renting? Your landlord must complete the Landlord section of the Service Agreement and is responsible for the bill if you do not pay.

BILLING

- Bills are due on the 1st of each month.
- A late fee is added if payment is not received by 5:30 pm on the 10th. If the 10th falls on a Friday, weekend or holiday, the deadline is 5:30 pm on the next business day.
- Charges are not prorated. Start service in the last 5 days of a month and billing begins the next month. Stop service in the first 5 days and that month is not charged.
- **Having trouble paying? Call us before the 10th to set up a payment plan.**

WATER USE RULES

- Sprinkling is allowed April 1 to September 30, 6:00 to 10:00 am and 6:00 to 10:00 pm only. No open hoses at any time.
- Fix leaks right away. Close all faucets and hydrants when not in use.
- Do not share water with another home or property.
- No watering of livestock or poultry in communities with fewer than 20 connections.

WILL I GET TWO BILLS?

- Arlee Homesites and Chief Martin Charlo Homesites: SKHA bills water; Arlee/Lake County Sewer District bills sewer. Unpaid sewer bills can lead to your water being turned off.
- St. Ignatius, St. Mary's Drive and Home Addition Street: SKHA bills sewer; St. Ignatius Water/Sewer District bills water.

RESIDENTIAL RATES AND FEES

Fee	Amount
Water, monthly flat rate	**$40.00**
Sewer, monthly flat rate	**$40.00**
Late fee	**$10.00**
Reconnect (Turn On) fee	**$50.00**
Transfer fee (water still on)	**$25.00**
Unscheduled meter read	**$25.00**

Rates are set by the CSKT Tribal Council and reviewed every year.

NEW CONNECTIONS

- Meet with our staff on site first. Electricity must be on. Manufactured homes must be skirted or on a foundation.
- Water impact fee: ¾" meter $2,800; 1" meter $3,400; 1½" to 3" based on current costs; 4" and larger calculated on demand.
- Sewer impact fee: $1,500.
- Impact fees include the first turn on. Fees must be paid before connection.

IF YOUR WATER IS TURNED OFF

- Non-payment: pay the past due balance and the $50 reconnect fee before water is turned back on.
- Leaks: water stays off until you make repairs. The reconnect fee applies when it is turned back on.
- Seasonal: call us to turn off. To turn back on, pay the reconnect fee in advance.
- To turn back on, you complete a Turn On/Off form at our office. If your Service Agreement is over 2 years old, you sign a new one.

DO NOT TAMPER WITH THE METER, CURB STOP, OR ANY SKHA EQUIPMENT

Only SKHA staff may turn water on or off. Tampering can result in:

Shut off without notice • Repair or replacement costs • Billing for water use • No service until paid

Unauthorized connections may also lead to criminal charges for theft of services.

Questions? Contact us

Salish & Kootenai Housing Authority, Water/Sewer Department
Office: 56243 US Hwy 93, Ronan, MT
Mail: PO Box 38, Pablo, MT 59855
Phone: 406-675-4491 **Fax:** 406-675-4495
Web: www.SKHA.org
Hours: Monday to Thursday, 7:00 am to 5:30 pm

After hours emergency?

Water main break or no water after hours, on weekends or holidays:

Call CSKT Tribal Dispatch
(406) 675-4700 ext. 1104
Ask for the on call Water Operator.

SALISH & KOOTENAI HOUSING AUTHORITY | WATER/SEWER DEPARTMENT

Agreement for Service: Residential

Please read each statement and initial in the yellow box.

OFFICE COPY
RETURN TO SKHA

I am requesting water and/or sewer service from the Salish & Kootenai Housing Authority Water/Sewer Department at the address listed on the next page.

#	Topic	I agree that:	Initial
1	**Rules**	I will follow the SKHA Water/Sewer rules and Plan of Operations. If the rules change, SKHA will mail me a copy. I will sign and return it within 60 days, or my service may be ended.	
2	**Payment**	I will pay the rates set by the CSKT Tribal Council. Bills are due on the 1st. A $10 late fee is added if payment is not received by 5:30 pm on the 10th (next business day if the 10th is a Friday, weekend or holiday). If I need a different due date, I will contact the office.	
3	**Unpaid bills**	If my account is past due, my service may be turned off after written notice. I will pay the $50 reconnect fee and my past due balance before service is turned back on. I will also pay any collection and legal costs.	
4	**Service lines**	I am responsible for the service line from the meter to my home and all plumbing and fixtures. I will repair leaks promptly. If I do not, my water may be turned off until repairs are made, and I will pay the $50 reconnect fee.	
5	**Turn on**	I or my representative will be present when water is turned on. If a leak is found, the water will stay off until I make repairs.	
6	**Water use**	I will follow sprinkling rules and any water restrictions. The first violation gets a written notice. A second violation means my water is turned off and I pay the reconnect fee.	
7	**Interruptions**	SKHA is not responsible for damage caused when water is shut off for an accident, repair or improvement.	
8	**Meter and access**	SKHA staff may enter my property at reasonable times to read, test or repair the meter. I will not tamper with the meter or lines, or share water with another property.	
9	**Changes**	I will tell the office right away if my contact information, ownership or occupancy changes.	
10	**Water off at sign up**	If the water at this address is off when I sign up, I will pay the $50 reconnect (turn on) fee before it is turned on. New connections do not pay this fee; it is part of the impact fee.	
11	**Info sheet**	I received a copy of the Customer Information Sheet, including current rates and fees.	

ARLEE HOMESITES AND CHIEF MARTIN CHARLO HOMESITES ONLY	Initial
Under the MOU between SKHA and the Arlee/Lake County Water and Sewer District (effective January 1, 2015), SKHA may turn off my water if my sewer bill to the District is not paid. A reconnect fee will be added to my next bill. ☐ *Does not apply to me*	

RELEASE OF INFORMATION TO CSKT DEPARTMENTS (OPTIONAL)	Initial
If necessary, I authorize SKHA Water/Sewer to share information about my water/sewer account with the CSKT departments checked below: ☐ CSKT Tribal Lands ☐ DHRD ☐ Tribal Court ☐ Other: _____ *I may cancel this release at any time by written request to the SKHA Water/Sewer office.*	

SKHA | WATER/SEWER DEPARTMENT

Customer Information: Residential

Please print clearly and fill in every box that applies.

OFFICE COPY
RETURN TO SKHA

OFFICE USE
Account: C_____
WSO: _____
☐ **W** ☐ **S** ☐ **Both**

Name of property owner / head of household			
Service (physical) address			**City**
Mailing address (PO Box or street)		**City**	**State / ZIP**
Phone	**Work phone**	**OK to call at work?** ☐ Yes ☐ No	**Number in household**
Social Security #	**Date of birth**	**Tribal ID #**	**Tribe** ☐ CSKT ☐ Other ☐ N/A
I am the ☐ Owner ☐ Homesite lessee ☐ Tenant (landlord completes the Landlord section below)			
Age of home	**Plumbing pipes** ☐ Copper ☐ Galvanized ☐ PVC ☐ PEX		**Seasonal connection?** ☐ Yes ☐ No

OTHER WAYS TO REACH YOU

May we contact you by other means? Check all that apply:

☐ Email: _____ ☐ Social media: _____ ☐ Friends or relatives

Authorized individuals (people we may speak with about this account):

1. Name _____ Phone _____ Relationship _____
2. Name _____ Phone _____ Relationship _____

I authorize SKHA Water/Sewer to contact me by the methods checked above and to discuss my account with the authorized individuals listed.

Initial

Applicant signature	**Printed name**	**Date**

LANDLORD (COMPLETE ONLY IF THE PROPERTY IS RENTED)

As the property owner, I am responsible for all charges on this account if my tenant does not pay.

Landlord name	**Landlord account #** C	**Phone**	**Email**
Mailing address, City, State, ZIP		**Landlord signature**	**Date**

FOR OFFICE USE ONLY

Request type
☐ New connection ☐ New customer, existing connection ☐ Transfer ☐ Update to customer card only

Water off at sign up? ☐ Yes ☐ No	**Turn on date**	**Meter #**	**Meter reading at turn on**
Prior occupant / Customer #	**Meter size**	**Homesite lease verified (date / by)**	
Impact fee $	**Reconnect fee $**	**Transfer fee $**	**First month $**
Monthly charge: W $ / S $	**Total due at sign up $ / paid**	**SKHA representative**	**Date**