



### Establishing Service at an Existing Location

To establish service at an existing residence or business served by Piedmont Water Company, please contact us at 1-800-248-7689. A non-refundable administrative fee of \$30.00 will be due at the time of the account setup, along with a refundable Security Deposit. The Deposit is based on a credit check and varies from \$50.00 to \$150.00. The Deposit will be applied to the final bill for the account when service is terminated. If there is a credit balance on the account after the Deposit is applied, that amount will be refunded. Please note that the Deposit may also be applied to accounts that are past due for payment. If this occurs, a new Deposit will be required.

### Establish Service at a New Location

For new construction, please contact our Customer Service Department at 1-800-248-7689. A tap fee will need to be paid prior to issuing a Service Order to install the water meter. Tap fees vary by location served and meter size. The Customer Service Department can provide this information. When calling, please have the county, address and lot number of the location needing service. A non-refundable administrative fee of \$30.00 will be assessed along with the tap fee along with a Security Deposit.