



ServLine Utility Overview

Basic Information

** Required*

1. Email Address: *

2. Utility Name: *

3. Address Street: *

4. Address City: * 5. Address State: * 6. Address Zip: *

Office Personnel Information

7. General Manager Name: * 8. General Manager Phone: *

9. General Manager Email: *

10. Office Manager Name: 11. Office Manager Phone:

12. Office Manager Email:

14. Accounting Dept. Contact: 15. Accounting Dept. Phone:

16. Accounting Dept. Email: 18. FEIN:
(Federal Employer Identification Number)

17. Website

Operations Information

19. Residential Water Accounts: *
Single Line/Single Meter

20. Commercial Water Accounts: *
Single Line/Single Meter (2" Line or Less)

21. Total Water Accounts: *

22. Residential Sewer Accounts: *
Single Line/Single Meter

23. Commercial Sewer Accounts: *
Single Line/Single Meter

24. Total Sewer Accounts: *

25. Sewer Management: Billed & Managed Billed Only Managed Only N/A Other: _____
Please Check One

Utility Customer Line Information



26. Water Supply Line:
Best estimate of average length of customer water supply line

27. Water Supply Line Responsibility: *Where does the customer's responsibility for the repair/replacement of the water supply line begin?*
Check all that apply Property Line Meter Box Other: _____

28. Meter Type (Brand):

29. Meter Reading: *How are your Meter's read?*
Check all that apply Direct AMR AMI Other: _____

30. Meter Location: *If other than property line please describe*
Check all that apply Property Line Other: _____

31. Age of Water Lines: *Best estimate of average age of customer water supply line*
Please Check One 1 - 10 yrs. 10 - 20 yrs. 20 - 30 yrs. 30- 40 yrs. 40+ yrs.

32. Are agricultural meters required for irrigation systems/swimming pools?
Please Check One Yes No N/A

Utility Customer Lateral Information

33. Sewer Lateral Length:
Best estimate of average length of customer sewer lateral

34. Age of Sewer Lateral: *Best estimate of average age of customer sewer lateral*
Please Check One 1 - 10 yrs. 10 - 20 yrs. 20 - 30 yrs. 30- 40 yrs. 40+ yrs. N/A

35. Sewer Lateral Responsibility: *Where does the customer's responsibility for the repair/replacement of the sewer lateral begin?*
Check all that apply Property Line N/A Other: _____

Leak Adjustment Data

Leak Adjustment Information:

- Please provide 3 years of leak adjustment data. If you do not have 3 years of leak adjustment data or the data is difficult to obtain, please call or email us and we will find the best alternate solution:
- Most billing software can export leak adjustment detail into a .csv or .xls format. That is the best option versus fax or paper.
- Please provide the detail of leak adjustments. If only summary totals are available, we can only determine qualification for a standard rate at best. We will work with whatever data you can provide. If leak data is in hardcopy form only, please mail or fax and we will input into spreadsheet form.
- If there is no leak adjustment data available, please describe circumstances.

36. Copy of Leak Adjustment Policy:
If Leak Adjustment Policy is not written please describe specifically who/why/how leaks are adjusted

Signature: _____

Date: _____