

## SANITARY SEWER CUSTOMERS' FREQUENTLY ASKED QUESTIONS

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

Answer:

- The customer requesting service 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 Tenant will fill out and execute the "**Application for Richland County Utility Service**" and the the "**Sanitary Sewer Service Agreement**", which are located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>
- 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 sanitary sewer service by Richland County Utilities, how do I transfer the service to my name?

Answer:

- The customer requesting service 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)
- Fill out and execute the "**Application for Richland County Utility Service**" and the "**Sanitary Sewer Service 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 sanitary sewer service and I want to connect to Richland County's sanitary sewer system, what do I need to do?

Answer:

- Contact our office to determine if Richland County sanitary sewer service is available to your property. Our phone number is 803-401-0050.
- The customer requesting service 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)
- Fill out and execute the "**Application for Richland County Utility Service**", the "**Sanitary Sewer Service Agreement**", and the "**Sanitary Sewer Service Easement**", if applicable, which are located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>
- Pay applicable tap fees
- Bring proof that you own the property (a copy of the recorded deed and a plat of your property) 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, it will be approximately ten (10) working days, after all applicable permits are received, before your sanitary sewer connection can be installed. An RCU representative will contact you when all permits are received. The sanitary sewer connection must be installed by a property licensed contractor with all cost to be paid by the property owner. This connection must adhere to the current RCU regulations and be coordinated with and inspected by an RCU representative.

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 customer wishes to provide their own Special Power of Attorney form, the Special Power of Attorney form must include the customer'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**”, the “**Sanitary Sewer Service Agreement**”, and/or the “**Sanitary Sewer Service Easement**” 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 applicable documents in person.

6. If I am a customers that is moving and I want to terminate 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.

7. If I am a property owner and I have just sold my property, what do I need to do to transfer the sanitary sewer 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).*

8. How can I pay for my sanitary sewer 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.

9. Where does my maintenance responsibility for plumbing begin?

Answer:

If the property is served by a gravity sanitary sewer system, the customer's responsibility begins at the sanitary sewer service cleanout/stub-out, which is located at the property line. The customer will be responsible for any sanitary sewer service lines buried throughout the property and plumbing in the home.

If the property is served by a force main sanitary sewer system, the customer's responsibility begins at the sanitary sewer service gate valve, which is located at the property line. The customer will be responsible for the STEP/LETTS System, any sanitary sewer service lines buried throughout the property, and plumbing in the home.

10. Where does the County's maintenance responsibility for plumbing begin?

Answer:

Richland County Utilities is responsible for all sanitary sewer 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 sanitary service lines, which are located on private property.

11. What do I do if my service is interrupted due to delinquency of my account?

Answer:

If your service has been interrupted 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 utility service. Payments must be made to the Finance Department, located at 2020 Hampton Street in Columbia, in the form of cash, money order or certified check in order for reconnection of service to be processed.

12. 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 sanitary sewer service cleanout/stub-out or the sanitary sewer service gate valve, located at the property line. It is the customer's responsibility to locate any buried water/sewer service lines that are located on their property.

13. 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, please do not hesitate to contact our office, 803-401-0050.**