

Important Numbers to Remember

Customer Care Hotline: (888) 3-ADENUS

Maintenance Hotline: (877) 669-0786

Main Office: (615) 220-7200

Fax: (615) 220-7207

Email: CustomerCare@TennesseeWastewater.com

Dear Customer:

Welcome to the neighborhood! Your home is connected to an Adenus® Wastewater Treatment System, which means that your family is being served by the decentralized industry leader. Our systems are designed and built to last, and we have a developed Quality Control/Quality Assurance (QA/QC) Program in place in the event problems do arise.

Enclosed are the following documents:

- Sewer Service Contract
- Wastewater service information document
- Adenus® Homeowner's Manual (Do's and Don'ts)
- ACH Direct Deposit Form and instructional letter

Please take the time to read each document in order to gain familiarity with your wastewater system. They should answer most of the questions you may have but if you still need assistance; the **Customer Care** section found on **AlabamaWastewater.com** is a great place to start. We also have a toll-free hotline for all other customer service issues.



Billing occurs in advance. Therefore, you will receive your bill around the first of each month for the current month's service. Late fees are processed on the bills postmarked after the 15th of each month, and service is subject to shut-off if bills are more than 1 month past due.

Alabama Wastewater is proud to be your wastewater service provider! We aim for 100% customer satisfaction and peace of mind. If you have any specific or general questions, please don't hesitate to call us toll-free at **888-3-ADENUS**.

Sincerely,

Customer Care Division
AL Wastewater

SEWER SUBSCRIPTION CONTRACT

DATE: ____/____/____

PRINTED NAME

ADDRESS OF PROPERTY

LOT #

MAILING ADDRESS

TELEPHONE NUMBER

EMAIL ADDRESS

VACANT LOT

HOME

I hereby make application to Alabama Wastewater Systems, Inc. ("AWS") for sewer service at the address of property stated above. In consideration of the undertaking on the part of AWS to furnish sewer service, I understand, covenant and agree as follows:

1. (If VACANT LOT checked above): I agree to pay a monthly fee for the vacant lot I own until such time as a home is built on the lot and payment for sewer service begins.
2. I understand that the components of a sewer system have been installed on the property referred to above, which is owned or occupied by me, and which is to be connected with a wastewater disposal system owned and/or maintained by AWS. I warrant that any connection to and/or subsequent use to this system by the components on my property shall be in accordance with the Rules, Regulations and Plans of AWS. Regarding my usage of the system components on my property, which are owned by me, I covenant to follow the guidelines set forth in the USER MANUAL (Do's and Don'ts for an Effluent Collection System). Should I violate these Rules and/or abuse or damage my components, I understand that I must bear the expense to repair or replace the same in accordance with the Plans of AWS.
3. I acknowledge AWS, its successors and assigns have a perpetual easement in, over, under and upon the above specified land as shown on the property plat, with the right to operate and repair all components of the sewer system on my property, including but not limited to the interceptor tank and the Interceptor Pump or Interceptor Gravity Tank systems. I further grant AWS permission to enter upon my property for any reason connected with the provision or removal of sewer service or collection therefore.
4. For all other plumbing and structures on the property, including the outfall line to the interceptor tank, I agree that I am responsible for all operation and repair thereof.
5. I hereby authorize AWS to purchase and install a cutoff valve on my side of my water meter and grant AWS exclusive right to use such valve in accordance with its Rules and Regulations. However, the use of this valve does not in any way relieve me of my obligation to pay for water service to the service provider. In the event that a water cutoff valve is not installed in the line and the Property Owner fails to pay any fees(s) or charges, the Property Owner hereby grants the Utility the right to shut off the sewer service to the structure.
6. I agree to promptly pay for service at the then currently approved schedule of rates and fees and agree to abide by and be subject to AWS's billing and cutoff procedures. Should I not pay in accordance with AWS's Rules, I agree to pay all costs of collection, including attorney fees.
7. I accept the current Rules and Regulations and the Rates and Fees Schedule established with the Public Service Commission and agree to abide by any amendments to such Schedules. These rates are subject to change.
8. I understand that this Agreement shall remain in effect for as long as I own, reside upon or rent the above-described property. When such circumstances no longer exist, I agree to provide notice to AWS at least thirty (30) days in advance of my vacating the property.

SUBSCRIBER'S SIGNATURE

General Information about Alabama Wastewater Systems, Inc.

Alabama Wastewater Systems, Inc. is a Certified Management Entity currently providing wastewater utility service in Montgomery, Jefferson and St. Clair counties. Alabama Wastewater is member of the Adenus Utilities Group, a band of decentralized wastewater utility companies established across the southeastern United States.

As a Certified Management Entity, we are regulated by the Alabama Public Service Commission. They can be reached by phone at:

(334) 242-2696.

The address of the office of Alabama Wastewater Systems, Inc. is:

851 Aviation Parkway
Smyrna, TN 37167

Phone: **(615) 220-7200**

Fax: **(615) 220-7207**

Web: **<http://www.AlabamaWastewater.com/>**

Email: **CustomerCare@AlabamaWastewater.com**

Please send all correspondence regarding sewer service and payments to the above address. Our normal business hours are 8:00 AM to 4:30 PM, Monday through Friday.

Our customers receive a monthly bill for sewer service from Alabama Wastewater. Bill rates are set by the PSC and are a fixed amount. Sewer bills average around \$50-\$55, depending on the location.

If there is a problem with your service, contact the Adenus Maintenance Hotline at **877-669-0786** to schedule a maintenance call. In the event of an after hours emergency, leave a message and on-call maintenance personnel will be notified.

For questions on your monthly statement, contact the Adenus Customer Care Hotline at **888-3-ADENUS**.

For general questions regarding your sewer service, browse the **FAQs** in the **customer care** area of our website. If you still have questions, you can contact us at the above office number.

Dear Customer:

In order to provide our customers with a more convenient way to pay their monthly bill, we have set up the ability to accept direct deposits for your sewer payments. This automatic payment will be deducted from your checking or savings account each month on the 12th day of the month. In the event that date falls on a holiday or weekend, the payment would be deducted on the banking date preceding that date.

Enclosed please find the authorization for the direct payments. If you would like to take advantage of this service, please complete the form and return to this office along with a VOIDED check from the account to be deducted. We need to receive the form by the first day of the month that you want the direct deposit to begin.

Should you have any questions or if we can be of any further assistance, please do not hesitate to contact us.

Sincerely,

Customer Care Division
CustomerCare@AlabamaWastewater.com

**AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS
(ACH DEBITS)**

Company Name Alabama Wastewater Systems, Inc.
851 Aviation Parkway
Smyrna, TN 37167

Company ID Number _____

I (we) hereby authorize Alabama Wastewater Systems, hereinafter called COMPANY, to initiate debit entries to my (our) Checking Account / Savings Account (select one) indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of the U.S. law.

Depository Name _____ **Branch** _____

City _____ **State** _____ **Zip** _____

Routing Number _____ (9 Digits) **Account Number** _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s) _____ **Individual ID Number** _____
(To Be Completed by Company)

Signature _____ **Date** ____/____/____

Note: Please attach a VOIDED CHECK if a checking account will be debited.

Attach check here

UTILITY CUSTOMER'S MANUAL
For Decentralized Wastewater Collection, Treatment and Disposal

Decentralized Wastewater Collection,
Treatment System and Disposal



*Total Customer Solutions.
Life-Time Peace of Mind.*

Rev. 1.3 – 3/09
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www.Adenus.com

UTILITY CUSTOMER'S MANUAL
For Decentralized Wastewater Collection, Treatment and Disposal



Greetings!

Wastewater Collection Treatment and Disposal

Your home is connected to an Adenus® Wastewater Treatment System, which means that your family is being served by the decentralized industry leader. Our systems are designed and built to last, and we have a developed Quality Assurance/Quality Control (QA/QC) Program in place in the rare event that a problem should arise.

Decentralized wastewater systems designed by Adenus do an excellent job of breaking down waste at the homeowner's house. This is known as primary treatment. Next, the wastewater is filtered through a gravity effluent filter or a pump vault and filter and sent via watertight collection to the secondary treatment facility. The treatment technologies of Adenus can clean wastewater so well that the final discharge of water can be pumped into nearby streams or rivers, used to irrigate golf courses, or even used to recharge

the water table without affecting the local ecosystem.

The utility which owns and operates the treatment system that serves your home is responsible for maintenance and operation of all system components following the outfall line from your home.

If a wastewater problem arises that appears to be beyond the plumbing in your home and the outfall line from your home, you should contact your local service provider. If the problem is deemed to be related to the plumbing within your home or the outfall line between your home and the septic tank, a licensed plumber should be contacted.

To ensure the vitality of your home's system and that of the collection system and treatment system as a whole, you need to know what can and cannot be put down the drain or flushed at your home. Please read on to learn which items are okay and which are not.

UTILITY CUSTOMER'S MANUAL

For Decentralized Wastewater Collection, Treatment and Disposal

DO'S AND DON'TS for the DECENTRALIZED HOMEOWNER

As a general rule, please adhere to the following guidelines regarding items and substances that can and cannot be flushed, put down the drain, or disposed of into your home's plumbing system. Failure to do so may result in increased costs and/or tank pumping fees or fines:



DON'T flush or pour any poisons or dangerous and damaging items into your household plumbing system or wastewater treatment system. Please refer to the "Alternatives for Household Cleaning Products" on page 4. Especially, do not dispose of...

- Prescription medications or similar substances
- Water softener treatments, backwash, or salts
- Excessive amounts of oils (this includes bath oils and body oils)
- Combustibles or poisonous products
- Cleaning products, particularly floor waxes and carpet detergents
- Chlorine bleach, chlorides, and pool or spa products
- Fertilizers, pesticides or herbicides, or agricultural compounds



DON'T use any additives that are marketed as performance enhancers for your wastewater treatment system. The bacteria and organisms that grow in your tank produce natural enzymes

that adequately break down and digest nutrients in the wastewater. These additives can actually cause maintenance problems inside of the tank and beyond for which you may be financially responsible!



DON'T put food items and scraps down your kitchen sinks disposal. Sending surplus food and garbage through the disposal will shorten the usable life of your tank in between pumpings. Throw away the following your trashcan:

- Coffee grounds, egg shells, fruit seeds, beans, chewing gum, trash, chewing tobacco, and cigarette butts
- Paper towels, newspapers, sanitary napkins, diapers, condoms, tampons
- Cooking grease and meats
- Rags, hair, and pet dander



DO collect all grease from cooking in a container and place it with your garbage. Also, always steer clear of using your disposal excessively. If possible, compost your food scraps or otherwise get rid of them with your garbage.

UTILITY CUSTOMER'S MANUAL

For Decentralized Wastewater Collection, Treatment and Disposal

DO'S AND DON'TS for the DECENTRALIZED HOMEOWNER



DON'T let your faucets run to prevent waterlines from freezing. Running faucets can increase your water usage by tenfold. This can overload your system and cause further problems. Take the necessary steps to properly insulate all of your plumbing fixtures, inside and outside.

DON'T use unnecessary amounts of water. It is normal for a person to use 50 gallons of water per day. To help conserve water, follow the tips listed below:



To help save water:

- Take showers that are as short as possible. Also, do not overuse larger soaking tubs (use sparingly).
- Do not let the water run while you are not using it. For example, shut the water off when you are brushing your teeth; only turn the water on to rinse your toothbrush or mouth.
- Only run the dishwasher and washing machine when you have a full load, and avoid doing several loads back to back.
- If a toilet or showerhead malfunctions, replace it with a low-flow model or a model that is designed to save water.



DO fix all leaky plumbing fixtures. Leaky toilets can allow up to 2,000 gallons of water to go down the drain in a 24 hr. period. This can cause your water bill to average more than ten times your normal bill due to wasted water! This also can overload your system and cause maintenance problems and/or costs.

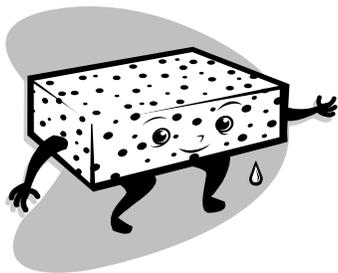


DO clean the lint traps on your washing machine units. This will help hinder lint and unnecessary materials from entering your interceptor tank. This in turn will help keep your tank pumping frequencies to a minimum.

UTILITY CUSTOMER'S MANUAL

For Decentralized Wastewater Collection, Treatment and Disposal

Alternatives for Household Cleaning Products



DO use alternatives for household dangerous materials and cleaners. Use the following products in lieu of more harmful conventional cleaners. See the list below for recommended alternatives to conventional cleaners:

Cleaners that contain Ammonia: Sprinkle baking soda on a damp sponge. To clean glass and windows use a solution of 2 tablespoons of white vinegar in 1 quart of water. Store the mixture in a spray bottle for easy use.

Disinfectants: Mix $\frac{1}{2}$ cup of borax into one gallon of water and apply to desired area. This mixture can also be used to deodorize.

Drain unclogging gels and liquids: DO NOT use any of these. DO use a standard plunger or a metal plumbing snake. If this does not work, remove and clean the S-traps in the sink or plumbing lines.

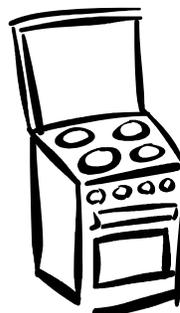
Scouring cleaners and powders: See "Cleaners that contain Ammonia" above. You could also search for natural products that do not scratch surfaces or harm wastewater treatment systems. They are widely available.

Carpet and Upholstery Cleaners: Sprinkle some dry cornstarch or baking soda on the affected area then vacuum. If the stain is too tough for that, you can blot the stain with white vinegar mixed into soapy water.

Toilet cleaners: Sprinkle baking soda onto a toilet brush and then scrub the bowl.

Furniture and Floor Polish/Cleaner: Use an oil-based soap with warm water as a cleaner then dry off with a soft rag. For a polish, mix 1 part lemon juice and 2 parts oil of any kind. You can also seek natural and alternative cleaners that work well too.

Metal Polish: To clean brass and copper, scrub the items with a sliced lemon coated with table salt. To clean stainless steel, use a scouring pad dipped in mild soapy water. For silver, apply toothpaste to a scrap rag and rub the paste gently onto the silver. Wipe clean with a damp cloth then dry.



Oven cleaners: On new oven spills, sprinkle normal table salt on the spill areas then scrub with a scouring pad or cloth. For older set-in spills, pour baking soda on the spills then scour with a scouring pad.



Laundry detergents: Always use a zero phosphate detergent or use soap flakes with $\frac{1}{3}$ cup of washing soda. Before switching, wash clothes in pure washing soda to remove accumulated residues.

UTILITY CUSTOMER'S MANUAL

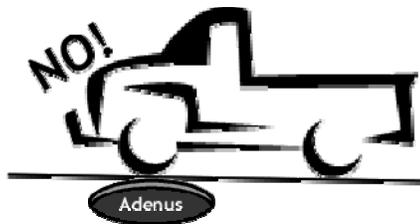
For Decentralized Wastewater Collection, Treatment and Disposal

DO'S AND DON'TS for Outside of Your Home



DON'T dig in your yard if you do not know where the components of your wastewater treatment system are located. If possible, avoid these areas when landscaping and adding permanent outdoor structures. Bird baths and picnic tables are okay to place anywhere in your yard, as they are easily removed and don't harm your system.

State law requires that utilities be notified before beginning excavation. Call your state One-Call center before any digging is done.



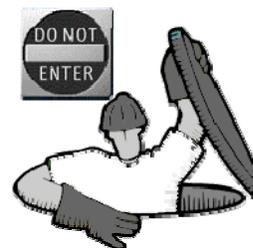
DON'T drive your vehicle or any heavy machinery over the lid or surface of your tank or over any buried components of your system. If there is a chance of vehicular traffic over your system, construct a barrier or plant rows of shrubs that would block this traffic.



DON'T dump waste from RVs or campers into your tank, down the drain, or into your plumbing system. It will increase the incidence of necessary tank pumping. When dumped directly into the pumping vault, RV waste can clog equipment or cause it to lose function or longevity, causing undue maintenance and repair costs. Chemicals that may be found in RV waste can literally kill off the necessary bacteria and microorganisms that live in your tank and provide primary treatment.

DON'T ever connect rain gutters or storm drains to the sewer or allow surface water to drain into it. Don't discharge hot tub water into your system. The additional water will increase costs, and reduce the capacity of the collection and treatment systems. It can also wash excess solids through the tank.

DON'T remove the riser access lid on your tank for any reason, ever. If bolts are lost or damaged, contact your local Adenus® maintenance technician. This person is the only one that should ever remove the lid from your tank unless otherwise directed.



DON'T ever enter your tank. Any work on your tank shall be done by authorized Adenus® personnel. Gasses in the tank may be fatal.

UTILITY CUSTOMER'S MANUAL

For Decentralized Wastewater Collection, Treatment and Disposal

Important! Caution!

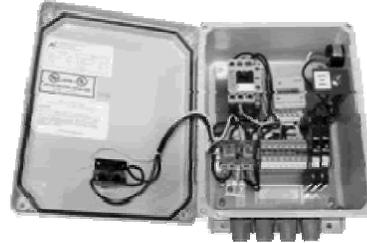
Only a qualified electrician or authorized installer and/or wastewater operator should work on your control panel. The control panel and all other components of your wastewater system are property of Adenus® Utilities Group and/or the proper O&M company. The homeowner shall never service these items under any circumstances. If your system needs attention, please contact the proper personnel.

OUTSIDE the HOUSE



YOUR UTILITY PROVIDER will provide regular monitoring and maintenance. If your system has a control panel, it is a good idea to write the Utility's phone number on the side of the panel for reference.

AT the CONTROL PANEL



DO familiarize yourself with the location of the components of your wastewater system and electrical control panel (this applies only to STEP systems).

DO take immediate action to correct the problem by calling your utility service provider immediately in the event of an alarm condition; it resembles the sound of a smoke detector.



DO remember that if there is an audible alarm coming from your panel, it can be silenced by pushing the lighted "Push to Silence" button on the front of your Adenus® control panel. With ordinary use, your tank has a reserve storage capacity of 24-48 hours.

DO leave all circuit breakers on in the control panel when going on vacation. This will allow for the discharging of water whenever necessary.



*Total Customer Solutions.
Life-Time Peace of Mind.*

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