



BULK WATER DEPOT FORM

Please note for this application to be processed, the following must accompany the application form:

- a photo of a valid driver's license
- copy of a business card (if applicable)

Section A: Applicant Information (PLEASE PRINT)

	Mailing/Billing Address:	Home Address: <i>same as billing</i>
Legal Business Name: (if applicable)		
Operator's Name:		
Billing Address:		
City:		
Province:		
Postal Code:		
Telephone:		
Email address:		
Emergency Contact:		
Tax Roll Number:		
Location(s) Requested for Use: (check all that apply)	Dunnville	Hagersville Jarvis
Completed applications can be sent to: AccountsReceivable@haldimandcounty.on.ca		

Section B: SIGNATURES

_____	_____	_____
Name of Applicant / Owner (PRINT)	Signature of Applicant / Owner	Date
_____	_____	_____
County Staff Name (PRINT)	Signature of County Staff	Date

Confirm Driver's License address matches billing address above:

County Staff Confirmation

Section C: OFFICE USE ONLY

Previously assigned water depot account number: YES NO

DIVISION #	
VEHICLE #	
OPERATOR #	

BULK WATER DEPOT INSTRUCTIONS

Activation of your account will take three (3) business days.

1. Starting and Stopping Transactions to Obtain Water:

- Depots utilize a touch key pad similar to a bank machine key pad
 - Press “#”
 - System will first ask for your VEHICLE # - enter your four digit VEHICLE # above then press “#”
 - System will then ask for your OPERATOR # - enter your four digit OPERATOR # then press “c”
 - Enter Pump number (1 or 2)
 - Press “d” to begin filling
 - When tank is nearly full, **press and hold the stop button** to stop the transaction.
 - **FAILURE** to switch off will result in an overflow of your tank, which you are responsible for.

2. Billing / Invoice Statements:

- Effective July 1, 2013, all active accounts will be charged a monthly administration fee as well as consumption used during the month at the bulk water rate
- All rates and fees are identified in the Water and Wastewater Fees and Service Charges Bylaw
- Volumes on statements are in cubic meters (m³)
- One (1) cubic meter = one thousand (1,000) Litres = approximately two hundred twenty (220) gallons
- **All water depot accounts deactivated for non-payment will need to pay a re-activation fee**
 - Please see: User Fees> Water & Wastewater Fees & User Charges By-law
 - Schedule B – Bulk Service Charges

3. VEHICLE / OPERATOR # Security:

- The VEHICLE and OPERATOR numbers assigned to you are randomly matched together in our system. Should someone get either of your numbers, chances of them guessing the other is low, however, if someone gets both of your numbers they will have full access to your account to fill their tanks. **YOU** are responsible for any and all water showing on your account. Keep your VEHICLE and OPERATOR numbers confidential.
- If you suspect someone is using your account, have any problems accessing or using a depot or have additional questions or concerns, please call any of the numbers below. Office hours are Monday to Friday, 8:30am – 4:30pm, excluding Stat Holidays.

4. Required Equipment:

- Jarvis, Hagersville and Dunnville fill lines 1, 2 and 3 all require a hose equipped with a three inch (3”) female CAMLOCK fitting
- Dunnville also has a hose equipped with a two inch (2”) female CAMLOCK fitting which is to be used by small volume water customers.

5. OPERATIONAL BEST PRACTICES:

- **THE COUNTY ENSURES THE SAFETY OF THE WATER SUPPLIED TO THE WATER DEPOTS**
- **ONCE THE WATER LEAVES CONTROL OF THE COUNTY, RISK & RESPONSIBILITY IS ASSUMED BY THE INDIVIDUAL USER**
- **ALL USERS ARE RESPONSIBLE FOR ENSURING THAT THE CONNECTION PORT REMAINS CLEAN FOR ALL USERS**
- **IT IS EXPECTED THAT PRIVATE HOSES, TANKS AND OTHER EQUIPMENT, WILL NOT CONTAMINATE THE SITE**
- **TANKS USED FOR ANYTHING OTHER THAN POTABLE WATER ARE STRICTLY PROHIBITED**
- **CONTAMINATION OF THE SITE BY ANY USER MAY RESULT IN THE LOSS OF DEPOT PRIVILEGES.**
- **ALL CONCERNS SHALL BE DIRECTED TO THE COUNTY FOR FURTHER INVESTIGATION AT (905) 318-5932**