



Creola Discharges

Packet Contents

1. Instruction page
 2. Annual Application for Discharge Permit (Permitting Fee is due each January)
 3. Water/Waste Water Service Application (\$45.00)
 4. Appropriate Hauling Agreement [Septage/ Septage & Grease/Wash Water, Leachate, etc.] (Rate to be determined based on amount of discharge per month – call home office for large quantity rate 1-877-511-2911)
 5. Waste Water Customer Service Manual (Customer to retain)
- **Special Note:** If your Company wishes to have each truck billed separately, a Water/Waste Water Service Application must be completed for each truck number. Indicate the Truck Number in the note area on the back at the bottom of the page. A \$45.00 fee is applicable for each Service Application.
If additional forms are needed, ask any of the WWTP personnel and they will be glad to assist you.

Return Packet Contents

1. Annual Discharge Permit Application (\$125.00 Annual Fee – renewable each January)
2. Water / Waste Water Service Application (\$45.00 One-Time Fee - *per truck if applicable)
3. Discharge Agreement [Septage/ Septage & Grease/Wash Water, Leachate, etc.] (Monthly Billing Rate)
4. Enclose \$125.00 check for Permit Fee plus \$45.00 for each Service Application

Mail originals in the enclosed envelope along with a check to:

Integra Water Creola, LLC
PO Box 10127
Birmingham. AL 35202-0127

You may access your account 24/7 at www.integrawater.com. Go to Customer Service and choose your area. Click on View Your Account. To gain access you will need your unique customer number and computer assigned Pin #. The identifying numbers are available to you after the first billing cycle and will be located on your statement. These numbers cannot be changed.

You may also have access to your account by calling our Customer Service Department 1-877-511-2911. You will be asked one or more of the identifiers listed below:

1. Customer Number
2. PIN #
3. Last 4 of SS#
4. Customer DL # or Federal Tax ID #

Integra Water, LLC, has implemented a policy and acknowledged procedures in compliance with the Identity Theft Red Flag Rules and Address Discrepancies Under the Fair and Accurate Credit Transactions Act of 2003. Integra Water, LLC, has gone to great lengths to protect customer information will hold all privileged information in strict confidence. We value every customer's right to privacy and therefore will not share personal information unless for debt collection or compelled to do so by law.