



**Old North State Water Company, LLC**

**Builder Instructions**

1. Complete the Water/Waste Water Service Application
2. Mail the application and enclose a check for \$590. This includes \$500.00 for the tap fee; \$20.00 for the application Fee and \$70.00 for the meter installation fee.
3. Meter boxes need to be located and marked prior to making request and can take 3-5 business days from receipt of check and packet.

**Mail original documents** to:

**ONSWC – Subdivision Name  
PO Box 10127  
Birmingham. AL 35202-0127**

**-OR-**

**Over-night** to:

**ONSWC – Subdivision Name  
600 University Park PI – Ste 275  
Homewood, AL 35209-6789**

Customers may access their account 24/7 at [www.integrawater.com](http://www.integrawater.com). Toward bottom of home page either choose Pay Bill or View Your Account; Choose – Subdivision Name; Account Login will appear. To gain access to the account, you will need both customer and PIN numbers. Your numbers will be located on your first statement. For online account access prior to the first billing, you will need to call into the office to obtain account access numbers. Follow instructions on screen to make payment. **A third party vendor processes all cards and charges a convenience fee per transaction.**

**Builders will receive a monthly bill for water service upon connection to the water system.**

If any questions or issues arise please call our toll free Customer Service Department 1-877-511-2911. For security purposes, Builders will be asked one or more of the identifiers listed below:

1. Customer Number
2. PIN #
3. 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.