



P.O Box 637* Keene, Texas* 76059* 817-641-3336* Facsimile 817-556-2060

Utility Service Application

Residential _____ Non-Residential _____

Applicant Information:

Name: _____

DL # or ID #: _____ DL State or ID type: _____

DOB: _____

Home Phone #: _____ Cell Phone #: _____

Email: _____

Employer: _____ Work Phone #: _____

Spouse: _____

Own: _____ Rent: _____ If you are renting, a copy of your lease or rental agreement is required to obtain new water service. If you own, proof of ownership is required.

Requested Service Date: _____

Service Address: _____

Mailing Address: _____

Landlord Name & Phone #: _____

Signature of Applicant: _____ Date: _____

Received by: _____ Date: _____

Finance Department Use Only

Outstanding Account? ___ No ___ Yes

Amount of Service Deposit \$ _____

Service Start Date: _____ Starting Reading: _____

New Account # _____

Processed by: _____ Date: _____

TERMS AND CONDITIONS

New account applicants will pay a non-refundable \$25.00 application fee. Deposits per meter inside city limits will be \$200.00, and outside city limits will be \$300.00.

Customers can only request a payment extension once every six (6) months for a maximum ten (10) day extension. Any additional extension requests over and above the allowed number of times per year or days would be subject to approval by the Finance Dept.

Customers that have their service disconnected for non-payment more than once in a twelve (12) month time-period will be required to pay an additional deposit plus a \$50.00 reconnect fee with each disconnect incident.

If a customer has paid additional deposits above the required initial deposit due to disconnects and has kept their account paid on time for twelve (12) consecutive months, the customer may request the additional deposit(s) to be refunded and applied to their account.

Leak Adjustments- When a customer has a leak on the customer's side of the meter, the City will work with the customer on the leak adjustment. If requested, a pay-back option will be set up to pay a pre-set payment amount every two weeks to reduce customer's balance back to current billing amount. Customer's requesting a leak adjustment will be required to have a receipt from a licensed plumber or proof of purchase for apparatus for the repair. Without these required items, your leak adjustment will be denied. Leak adjustments will be allowed once a year. Leak adjustments will not be applicable to leaks caused by leaking faucets, toilets, shower heads, or any like fixtures.

An outstanding debt search for a new account will be initiated. If any unpaid debt on any account(s) under the applicant's name or any person(s) on the lease is discovered, it will be applied to the account. You will be required to pay the full amount at the time of activation. If for any reason an outstanding balance is discovered after time of activation, the full amount will be added to your bill. Any non-payment will cause utilities to be disconnected.

Request for Confidentiality of Information Maintained by the City of Keene Utilities Department:

This form enables you to request confidentiality of certain information under Texas Utilities Code, Chapter 182. If you would like your account information, including name, address, telephone, volume of usage, and billing costs kept confidential, and not eligible to be disclosed for public information purposes, please initial _____. By not initialing, you're acknowledging you would like your information available for public information purposes.

If you would like to be notified of severe weather, emergencies and/or community alerts/events, please provide the following information:

Type of notifications you would like to receive, please check the following:

_____ Warnings

_____ Watch

Local Community Events (includes law enforcement alerts, fire department alerts, water outages, power outages, public meetings, and road closures).

Preferred method of contact: (you will receive a notification to each contact you choose)

_____ Text Message Number: _____

_____ Call Home Phone: _____

_____ Email Notification _____

By signing below, I acknowledge that I have read and agree to these terms and conditions.

Print Name: _____ Address: _____

Customer's Signature: _____ Date: _____

Office Use Only:

Received By: _____

Date: _____

SERVICE AGREEMENT

I. PURPOSE. The city of Keene is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Keene will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

II. RESTRICTIONS. The following unacceptable practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the public drinking water supply is permitted.
- D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

III. SERVICE AGREEMENT. The following are the terms of the service agreement between the City of Keene (the Water System) and _____ (the Customer).

PRINT NAME

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service when there is reason to believe that cross-connections or other potential contamination hazards exists or after any major changes to the private water distribution system. The inspections shall be conducted during the Water System's normal business hours.
- C. The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all test and maintenance records shall be provided to the Water System.

IV. ENFORCEMENT. If Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expense associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____ DATE: _____

SERVICE ADDRESS: _____

RECEIVED BY: _____ DATE: _____