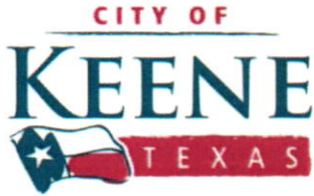


Letter of Credit Rcvd:	
Needs Trash Can:	
Deposit Paid:	\$



**Water Utilities – Utility Service Application & Agreement**

1000 N. Old Betsy Rd\* Cleburne, Texas \* 76031\* 817-641-3336 \* Facsimile 817-556-2060

**PLEASE PRINT CLEARLY**

Requested Service Date: \_\_\_\_\_  Residential  Non-Residential

Own (Proof of ownership required)  Rent (copy of lease or rental agreement required)

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**Applicant Information:**

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ DL# or ID #: \_\_\_\_\_ DL/ID State: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Applicant Employer Information:**

Employer: \_\_\_\_\_ Work Phone#: \_\_\_\_\_

**Spouse Information:**

Spouse Name: \_\_\_\_\_ Spouse Date of Birth: \_\_\_\_\_

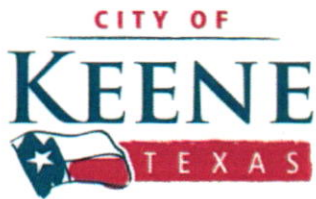
**Landlord Information:**

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

I understand and agree to the terms and conditions. I understand should I default on this agreement my services will be disconnected without further notice, a \$50.00 administration fee assessed. Furthermore, I understand an additional deposit may be required if disconnected more than once within 12-month period. (City of Keene Ordinance 2019-589)

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

<i>Internal Use Only</i>	
Processed By:	
New acct #:	



## Water Utilities – Utility Service Agreement Terms and Conditions

1000 N. Old Betsy Rd\* Cleburne, Texas \* 76031\* 817-641-3336 \* Facsimile 817-556-2060

### **Terms and Conditions of Agreement**

#### **New Account Deposits**

Upon establishment of an account, the applicant shall have the choice either to pay a deposit of \$200.00 without a letter of good standing or provide a letter of good standing from another existing utility account demonstrating the account holder is current with all payments within a twelve (12) month period and pay a reduced deposit of \$100.00. Outside city limits the deposit is 1.5 times the amount listed. Customers whose applications are submitted after 1 p.m. and processed by the City shall be turned on the same day upon payment of a \$35.00 Connection Fee.

#### **Due Dates and Late Fees**

Payments are due in full no later than 5 p.m. on the seventh (7<sup>th</sup>) day of the month. After 5 p.m. a 10% late payment fee shall be added. Any payments placed in drop box, mailed, by phone or paid online after 5 p.m. are considered late and subject to late fee.

#### **Administration Processing Fee**

If payment is not received by 5 p.m. on the twentieth (20<sup>th</sup>) day of the month, an Administration Processing Fee of \$50.00 shall be assessed to the account and subject to disconnection of service.

#### **Social Security Customers**

Customers that rely on social security payments and their payment arrives after the due date may apply to be placed on a list that waives the late penalty, upon providing proof of the payment arrival date, so long as the account balance consists of only the currently billed amounts.

#### **Payment Extensions**

Customers can only request a payment extension once every six (6) months for a maximum of ten (10) calendar days. A customer's past compliance with such allowances will dictate whether a customer will be allowed additional time and is subject to approval of the Finance Department.

#### **Disconnection Additional Deposits**

An additional deposit amount shall be charged each time a customer's service is disconnected for non-payment more than once in any twelve (12) months.

#### **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 applicable. Customer's requesting an adjustment will need to complete a Leak Adjustment form and will be required to have a receipt from a licensed plumber or proof of purchase for apparatus for the repair. Without appropriate document the request shall be denied. Adjustments to NOT apply to leaking faucets, toilets, shower heads, or any like fixtures.

#### **Outstanding Debt Search**

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 the time of activation, the full amount will be added to your bill. Any non-payment will cause utilities to be disconnected.

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**Confidentiality**

Under the Texas Utilities Code, Chapter 182 this enables you to request confidentiality of certain information. If you would like your account information including your name, address, telephone numbers, volume of usage and billing costs to be kept confidential and not to be disclosed for public information purposes please check appropriate box.

Keep Confidential                       Not Confidential

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I understand and agree to the terms and conditions. I understand should I default on this agreement my services will be disconnected without further notice, a \$50.00 administration fee assessed. Furthermore, I understand an additional deposit may be required if disconnected more than once within 12-month period. (City of Keene Ordinance 2019-589)

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

<i>Internal Use Only</i>	
<i>Processed By:</i>	
<i>New acct #:</i>	

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**Notify Me**

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

- Warnings
- Watch
- Local Community Events (includes law enforcement/fire alerts, water outages, power outages, public meetings, road closures and billing notifications)

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

- Text Message to Cell #: \_\_\_\_\_
- Call Home Phone #: \_\_\_\_\_
- Email notifications to: \_\_\_\_\_