



TEMPORARY SERVICE HOLD REQUEST FORM

Name: _____

Account #: _____

Service address: _____

Mailing Address: _____

Telephone #: _____

Email: _____

Requested Hold Start Date: ____ / ____ / ____.

Requested Reconnection Date: ____ / ____ / ____.

(Note: Temporary service holds and reconnections are scheduled Monday through Friday only and are not available on weekends or City holidays.)

Ordinance No. 2019-589, Sec. 51-11 - Temporarily off service

"A customer may avoid the monthly minimum utility charges by requesting service be turned temporarily off and paying all charges for water usage prior to the service being temporarily turned off. Upon return to the premises, the customer requests the city resume service and the customer's service will resume without having to re-establish an account. In this case, the water service will be reconnected between the hours of 1:00 p.m. and 5:00 p.m., Monday through Friday, excluding city holidays. If a customer requests the service be turned off temporarily and does not pay all charges for the water usage, the city will apply the customer's deposit to the outstanding balance and mail any remaining customer deposit greater than \$4.99 to the customer's billing address. In this case, the customer shall establish a new service account and pay a new service account deposit equal to the current deposit amount along with any outstanding balance upon return to the premises for service to be resumed.

I certify that the information provided on this form is true and correct to the best of my knowledge. I understand that any false or misleading information may result in denial of this request. By signing below, I authorize the City of Keene to verify the information provided and acknowledge the terms outlined above.

Customer Signature: _____ Date: _____

Return Completed Form by Email, Mail or In Person:

utilities@keenetx.com

City of Keene – Utilities

1000 N. Old Betsy Rd

Cleburne, Texas 76031

Phone: 817-641-3336 | www.keenetx.com