

WELCOME TO THE CITY OF KEENE

NEW WATER ACCOUNT SERVICE INSTRUCTIONS:

1. COPY OF DRIVER'S LICENSE/STATE ISSUED IDENTIFICATION
2. COPY OF LEASE/RENTAL AGREEMENT OR PROOF OF OWNERSHIP
3. CHECK, MONEY ORDER, CASH OR CARD IN PERSON/MAIL FOR DEPOSIT OF \$300 for outside city limits or \$200 inside city limits and can be reduced by \$100 WITH LETTER OF CREDIT FROM UTILITY COMPANY WITHIN LAST 12 MONTHS WHICH INCLUDES PROOF OF NO LATE FEES AND DISCONNECTIONS.
4. IF YOU NEED TO EMAIL OR FAX ANY OF THE ABOVE.
PLEASE EMAIL UTILITIES@KEENETX.COM FAX 817-556-2060
5. ALL ITEMS MENTIONED MUST BE PROVIDED AT TIME OF SERVICE REQUEST. WATER WILL NOT BE CONNECTED WITHOUT ALL DOCUMENTATION.

TO HAVE WATER TURNED ON SAME DAY WE MUST RECEIVE ALL PAPERWORK BY 3:00 PM. AFTER 3:00 PM THERE WILL BE A \$35.00 ON CALL FEE TO HAVE ON CALL COME OUT AND CONNECT SERVICE.

After-Hour Emergencies

For emergencies related to water, sewer, and streets, such as water main breaks, sewer backup, downed trees, debris blocking the roadway, or other items needing immediate attention, please call **(817) 240-5082**.

Please use this number only if it cannot wait until normal business hours.

Normal city business hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.



Letter of Credit Rcvd:	
Needs Trash Can:	
Deposit Paid: inside/outside city	\$

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 (PLEASE PRINT CLEARLY): _____

Spouse Information

Spouse Name: _____ Spouse Date of Birth: _____

Phone Number: _____

Emergency Contact Information

Name: _____ Phone Number: _____

Landlord Information

Name: _____ Phone Number: _____

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 \$300 outside city limits/ \$200 inside city limits 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 can be reduced by \$100.00. Outside city limits the deposit is 1.5 times the amount listed. Customers whose applications are submitted after 3:00 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 (7th) 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 Fee

If payment is not received by 5 p.m. on the twentieth (20th) day of the month, an Administration 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.

Closing Account/Discontinue Services

You must notify the Utility Department in writing to discontinue service, the date and forwarding address to mail any deposits or final bills to must be included. This must be signed by the account holder. The form is located on our city website or at City Hall.

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 do 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.

I understand and agree to the terms and conditions.

Signature of Applicant: _____ **Date:** _____

☐ I opt in for Text Notifications at _____ (cell phone number)

☐ I opt in for Email Notifications at _____ (print email address)

Keene, TX
City of Keene
1000 N Old Betsy Rd
Cleburne, TX 76031
817-641-3336

Please sign up at www.keenetx.com.



Alert Type	Text Voice Email
Emergency Alerts	
Community Notifications	
Fire Warning	Text Voice Email
Flash Flood Warning	
Freeze Warning	
Severe Thunderstorm Warning	
Tornado Warning	