



**CITY OF WHITEHOUSE
WATER ACCOUNT
SERVICE APPLICATION**

ACCOUNT# _____

DATE APPLIED _____

DATE TO CONNECT _____

NAME _____

MAILING ADDRESS _____

SERVICE ADDRESS _____

DL# _____ SS# _____

WORK# _____ HOME# _____

CELL# _____ EMAIL _____

DEPOSIT/CONNECTION AMOUNT _____ / _____ 65 AND OLDER (YES OR NO)

Terms of Service

1. Bills are mailed out at the end of each month. If you have not received your bill by the third day of the month, please notify the Water Billing Department by calling **903-510-7500, then press 1.**
2. Bills are due on the 10th of the month by 4:30 p.m. After the due date a late fee of \$15.00 or 10% of the billed services, whichever is greater, is assessed giving the customer approximately ten days (20th of the month) to pay their water bill before it is disconnected. A \$50.00 penalty fee will be added to the delinquent balance. The delinquent balance and the penalty fee must be paid before the water can be reconnected.
3. A NSF fee will be assessed for any items returned marked insufficient funds.
4. When a customer has a leak on their side of the meter, they are responsible for repairing the leak and paying for the water loss.
5. The Texas Utilities Code 182.052 prohibits the release of customer confidential information, unless the customer requests a disclosure of their information in writing.

SIGNATURE ACKNOWLEDGES CUSTOMER'S UNDERSTANDING AND AGREEMENT TO THE TERMS OF SERVICE.

Customer's Signature

Date



CITY OF WHITEHOUSE WATER UTILITIES WATER SERVICE AGREEMENT

Water Service Location: _____
_____. The following are the terms of
the service agreement between the City of
Whitehouse Water Utilities Division and
_____. (the customer)

I. PURPOSE

The City of Whitehouse Water Utilities Division is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing 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 Whitehouse Water Utilities Division 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. PLUMBING RESTRICTITONS

The following undesirable plumbing practices are prohibited by State regulation.

- 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 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 .25 percent 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 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

III. SERVICE AGREEMENT

- A. The Water System will maintain a copy of this agreement as long as 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 undesirable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating service and periodically thereafter. 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 undesirable pluming practice which has been identified during the initial inspection or periodic reinspection.
- D. The customer shall immediately correct any undesirable plumbing practice 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 testing and maintenance records shall be provided to the Water System.

IV. ENFORCEMENT

If the 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 expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S
SIGNATURE _____

DATE: _____