

Meter # _____ Read: _____ Account # _____

City of Collinsville
Outside City Application for Water Services

Name: _____ Phone #: _____

Address of Service: _____

Mailing Address: _____

Driver's License #: _____ Email: _____

Employer: _____ **Deposit: \$250.00**

Date Paid: _____ Receipt # _____ Garbage Service: Yes

Water meters are read on or about the 20th of each month. Bills are mailed on the last working day of the month and due between the 1st day and 10th day of each month. Payments made after the 10th day of the month will have a fifteen percent (15%) penalty added to the total amount due. Payments dropped in the City Hall drop box before 8:00 a.m. on the 11th day of the month will be posted as paid on the 10th day of the month.

Service termination: Unless an extension has been requested and approved by City Hall office personnel, service will be terminated at noon the 16th day of the month for all unpaid utility bills. Extension request must be made in person no later than 9:00 a.m. on the 16th day of the month. After the granting of an extension a fee of twenty-five dollars (\$25.00) will be billed to the account. All charges must be paid in full by 8:00 a.m. on the 22nd day of the month. Should payment not be received in full by 8:00 a.m. on the 22nd day of the month water service will be terminated, and reestablishment must then occur before water service is reactivated. Disconnection of service after termination will be conducted by authorized City personnel as soon as possible after the termination of service. **(City Ordinance 529).**

Reestablishment fee: After services have been terminated, there will be a fifty-dollar (\$50.00) reestablishment fee added to your account. **(City Ordinance 530)** Tampering with a meter or cutoff valve by anyone after the City of Collinsville has terminated and disconnected service for non-payment will be charged with a misdemeanor subject to a fine of \$25 to \$200.00 and or turning their water off and not reestablishing the said water service until the said party or parties have satisfied the City of Collinsville as to the damages incurred. **(City Ordinance 322).**

Responsibility: The customer is responsible for all problems and leaks with water service on their side of the meter. The City of Collinsville is responsible for all problems and leaks on the City side of the meter. When a customer request that a meter be pulled and tested for accuracy a \$20.00 fee will be required at the time of the request. If the meter proves to be registering inaccurately, the fee is refunded, and the meter repaired or replaced. If the meter proves to be registering accurately, the fee is not refunded.

The customer is responsible for the Endpoint Cellular equipment. Should the customer damage the Endpoint Cellular equipment they will be assessed the \$182.00 cost (or the current rate at that time) of new equipment, plus the labor charge to remove and reinstall new cellular equipment.

Large trash items are picked up each Wednesday at curbside. Please limit household trash to six (6) bags at a maximum of forty (40) pounds weight per bag. All household trash and recycle trash must be in poly-carts (provided). Each household is allowed 2 yards of bulk trash (large items) per week. The contractor reserves the right to refuse collection service to anyone in the City allowing others outside City service area to place trash within the city for collection with theirs.

Applicant: _____ Date: _____

Copy of Driver's License/ID is required

City of Collinsville
P. O. Box 649
Collinsville, TX 76233-0649

Customer Service Agreement

- I. **Purpose.** The City of Collinsville is responsible for the protecting of 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 Collinsville 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 Restrictions.** The following undesirable plumbing practices are prohibited by state regulation.
- A. No direct connections between the public drinking water supply and a potential source of contamination are 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 water supply and the private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection, which allows condensing, cooling or industrial process water to be returned to the public drinking water supply, is permitted.
 - D. No pipe or pipe fittings, which contain more than 8.0% lead, can 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 .02% 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 Collinsville and the applicant who has signed this agreement.
- A. The water system will maintain a copy of this agreement as long as the customer and/or the premises are connected to the water supply.
 - B. The customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing problems. These inspections shall be conducted by the City of Collinsville or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the City of Collinsville's normal business hours.
 - C. The City of Collinsville shall notify the customer in writing of any cross-connection or other undesirable plumbing practice, which has been conducted during the initial inspection or the periodic re-inspection.
 - D. The customer shall immediately correct any undesirable plumbing practice on his/her premises.
 - E. The customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Collinsville. Copies of all testing and maintain records shall be provided to the City of Collinsville.
- IV. **Enforcement.** If the property owner fails to comply with the terms of the Service Agreement, the City of Collinsville shall, at its option, 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:** _____

Physical Address:

Day time phone#: _____