



**RESIDENTIAL WATER ACCOUNT
SERVICE APPLICATION**

Application and deposit must be received in the Utility Billing Office by noon to be processed the same day.

NAME: (Last, First, Initial) _____

D.O.B: _____ S.S.# _____ D.L. # _____

E-MAIL: _____ HOME PHONE: _____

WORK PHONE: _____ CELL PHONE: _____

EMPLOYER: (Name & Address) _____

SPOUSE'S NAME: (Last, First, Initial) _____

D.O.B: _____ S.S.# _____ D.L. # _____

WORK PHONE: _____ CELL PHONE: _____

EMPLOYER: (Name & Address) _____

SERVICE ADDRESS: _____

BILLING ADDRESS: (if different) _____

DATE OF SERVICE TO BEGIN: _____ OWN or RENT? _____

IF RENTING – NAME & ADDRESS OF LEASING AGENT OR LANDLORD: _____

IS THERE A RECYCLING BIN AT THE SERVICE ADDRESS? _____

EMERGENCY CONTACT INFORMATION

NAME: _____ PHONE: _____

ADDRESS: _____

YOUR PREVIOUS ADDRESS? _____

TERMS OF SERVICE

1. If bills are not received by third day of each month please notify Water Utility Billing Department 817-274-1381.
2. Bills are due upon receipt or no later than the 15th of each month.
3. No delinquent notices or duplicate bills are issued.
4. All unpaid balances will receive a 10% penalty after the 15th day of each month. A \$40.00 processing fee will be assessed for any account 30 days past due. If service is disconnected due to non-payment, a reconnect fee of \$20.00 will be assessed prior to reconnecting the service.
5. A \$30.00 returned check fee will be assessed for any check that is returned to our office unpaid.
6. A \$10.00 charge for meter re-reads after 1 within the prior 6 months (unless meter reading determined to be less than recorded on previous water bill)

SIGNATURE ACKNOWLEDGES CUSTOMERS UNDERSTANDING AND AGREEMENT TO TERMS OF SERVICE.

SIGNATURE: _____ DATE: _____

FOR OFFICE USE ONLY

Account # _____ Deposit Amount _____ Receipt # _____



PANTEGO WATER UTILITIES **CUSTOMER SERVICE AGREEMENT**

1. **PURPOSE** – The Pantego Water Utility is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions that 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 **PANTEGO WATER UTILITY** will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system won't re-establish service unless it has a signed copy of this agreement.

2. **PLUMBING RESTRICTIONS** – The following undesirable plumbing practices are prohibited by state regulations.
 - 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.
 - No cross-connection between the public drinking water supply and a private water system 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 prevention device.
 - No connection that allows condensing, cooling, or industrial process water to be returned to the drinking water supply permitted.
 - No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
 - No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

3. **SERVICE AGREEMENT** – The following are the terms of the service agreement between the **Town of Pantego Water Utility** and _____ (the Customer).
 - The water system will maintain a copy of this agreement as long as the customer and/or premises are connected to the water system.
 - 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.
 - The water system shall notify the customer in writing of any cross-connection or other undesirable plumbing practice that has been identified during the initial inspection or the periodic re-inspection.
 - The customer shall immediately correct any undesirable plumbing practice on their premises.
 - The customer shall, at their 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.

4. **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 SIGNATURE: _____

DATE: _____

CONFIDENTIALITY ACT – EFFECTIVE SEPTEMBER 1, 1993

All Utility accounts are strictly confidential. The Utility department will not release any information to persons not listed on this account.

Submit Form Via E-mail to info@townofpantego.com or Fax to (817) 265-1375