



## APPLICATION FOR UTILITY SERVICE

FOR OFFICE USE ONLY			
Account #		Closing Date/Beginning Lease Date: (Documentation Required)	
Deposit:		Location Services:	<input type="checkbox"/> Water, Sewer & Trash
Service fees:			<input type="checkbox"/> Water & Sewer
Total Amount:			<input type="checkbox"/> Water Only <input type="checkbox"/> Trash Only

Service Request (circle one):    **START**            **TRANSFER**

Applicant:     Property Owner             Tenant             Management Company

Name: _____ (Last, First, MI OR Business Name) C/O or Person of Contact: _____	
Driver's License or ID: _____ (documentation required)	
*Previous Address: _____	Date to Disconnect: _____
Service Address: _____	City, Zip code _____
Mailing Address: _____ (If different than Service Address)	City, Zip code _____
Telephone Number: _____	Alternate Phone Number: _____
Email Address: _____	

In consideration for receiving water, sewer and/or trash service from the City of Crystal City, Texas, at the above location, I hereby acknowledge responsibility for payment of service billings. Accounts are billed on a monthly basis and payment by the indicated due date is required to prevent interruption of service. I am responsible for water/sewer and/or trash service until the account is closed. In consideration for having water service initiated/restored at the above address, I agree to ensure that all water service facilities (sink and tub faucets/inside and outside, toilets, etc.) are turned off; or that someone will be on the property to check for leakages. We recommend that you turn off your private cut off valve, if applicable. **Once the application is processed; it may take up to 2 working days to restore water service.**

**I have read and agree to the terms and conditions. I further understand that applications will not be processed without appropriate identification, documentation and payment.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: 101 E. Dimmit Street, Crystal City, Texas 78839  
Phone: (830) 374-3477 / Fax: (830) 374-2123



## Terms & Conditions

These terms and conditions are provided for your benefit to communicate City of Crystal City Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all of the conditions listed in this document.

**Deposit:** City of Crystal City requires a deposit on all accounts, including commercial accounts, depending on the service location meter size/type. Deposits range from \$150.00 - \$300.00

When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the forwarding address provided after the final billing has occurred (final bill usually occurs within 3 to 4 weeks).

**Billing Cycle:** Bills are issued on a monthly basis. The billing date is determined by your location within our service area. Due dates are not adjustable.

**Payment Terms:** Payments are due within 20 business days of the bill date. Failure to receive a bill does not exempt penalties or disconnection for non-payment. We are not responsible for late remittances made through the mail service.

**Late Penalty:** A late penalty of 10% of billed amount will be added to your current bill amount, if bill is not paid by 9:00 a.m. on the 5th day following the due date.

**Disconnect Policy:** A \$15.00 reconnection fee will be assessed to all accounts turned off for delinquency. Service will be reconnected after the delinquent balance and fees are paid in full.

**Returned Payments:** Returned payments will be charged a \$25.00 fee. Unpaid returned payments will be subject to disconnection. Checks will no longer be accepted on accounts after first returned check payment. Payments will be required in the form of cash, money order, or debit/credit cards.

**Terminate Service:** Only an account holder listed on an account can terminate service. Verification of personal identifying information will be required. Service will be disconnected the next working day or at a later specified date, excluding weekends and holidays. A final reading will be taken on requested termination date and a final bill or deposit refund check will be mailed to the forwarding address provided within 3 to 4 weeks.

**Reinstated Service:** Accounts with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and/or service fees.

**Tampering Policy:** In the event a meter or service equipment has been tampered with or unauthorized usage has occurred, service will be disconnected immediately. A Tampering Fee of \$250.00 will be due before service can be restored.

**Additional Fees/Service Fee:**

Locking Meter/Broken Angle Meter Stop (fees include any parts and labor of up to \$500.00)

Meter Removal/Change-out fees are between \$250.00 to \$500.00

**Water Leaks Policy:** If a water leak is found on the customer's side of the meter, it is the customer's responsibility to have the leak repaired immediately. The City of Crystal City has the right to turn the water off until the customer can have the leak repaired. Water should be turned off when not in use until repair is complete. A leak adjustment *may be granted after* evidence and confirmation of repairs are made.

**Payment Options:**

ACH Bank Draft

Mail to address listed on bill

Office Drop Box 24/7 (NO CASH)

In-person at our office during regular business hours

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Mailing Address: 101 E. Dimmit Street, Crystal City, Texas 78839

Phone: (830) 374-3477 / Fax: (830) 374-2123

**CITY OF CRYSTAL CITY  
WATER SERVICE AGREEMENT**

- I. PURPOSE.**     **THE CITY OF CRYSTAL CITY** (Water System) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the 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 CRYSTAL CITY** begins service. In addition, when service to an existing connection has been suspended or terminated, the **CITY OF CRYSTAL CITY** will not re-establish service unless it has a signed copy of this agreement.
- II. RESTRICTIONS.**     The following unacceptable practices are prohibited by State regulations.
- 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 supply and a private waters 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 8.0% 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% 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 CRYSTAL CITY** (Water System) and \_\_\_\_\_ (The Customer).
- 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 system.
  - B. The customer shall allow his/her property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. 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-connections or other potential contamination hazard which has been identified during the initial inspection of the periodic re-inspection.
- D. The customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The customer shall, at his/her expense, proper 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 appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer and/or landlord.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_