

**City of Howe**  
Utility Billing  
116 E Haning Street  
Howe TX 75459  
(903) 532-5571  
(903) 532-6320 fax

Email: utility@cityofhowe.org

For Office Use

DEP \_\_\_\_\_ CNCT \_\_\_\_\_

Credit card ( )

Cash ( )

Check ( )

Received by \_\_\_\_\_

ID \_\_\_\_\_

## RESIDENTIAL UTILITY APPLICATION WATER/SEWER/TRASH

Today's date \_\_\_\_\_

Name(s) on account \_\_\_\_\_

DL/ID #: \_\_\_\_\_ State \_\_\_\_\_ DOB: \_\_\_\_\_ Email: \_\_\_\_\_

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

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

Home Phone #: \_\_\_\_\_ Other#: \_\_\_\_\_

**Date service needed:** \_\_\_\_\_  Own  Rent

Place of Employment: \_\_\_\_\_ Work phone#: \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

Nearest Relatives (not living with you / for emergencies)

Name & Phone #: \_\_\_\_\_

Leasing / Renting

Property Owner Name & Phone #: \_\_\_\_\_

Property Owner Address: \_\_\_\_\_

**OFFICE USE:**

**Account:** \_\_\_\_\_ **Meter#:** \_\_\_\_\_ **Meter Reading:** \_\_\_\_\_ **Route #:** \_\_\_\_\_ **Sequence#:** \_\_\_\_\_

Water  Trash  Sewer



## SERVICE AGREEMENT

1. **PURPOSE:** The City of Howe 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 standards and restrictions, which are in place to provide this protection. The City enforces these restrictions to protect the public health and welfare. Each customer must sign this Agreement before the City of Howe will begin utility service. In addition, when service to an existing connection has been suspended or terminated, the City will not re-establish service unless it has received a signed copy of the Agreement.
2. **PLUMBING STANDARDS AND RESTRICTIONS:** The following unacceptable plumbing practices are prohibited:
  - 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 air-gap or appropriate backflow prevention device.
  - B. No cross-contamination between the public drinking water supply 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 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 .025% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
  - E. No solder of 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.
3. **SERVICE AGREEMENT:** The following are the terms of the service agreement between the City of Howe and the utility customer:
  - A. The City 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 this property to be inspected for possible cross-connection and other unacceptable new water service when; there is a reason to believe that cross-connection or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspection shall be conducted during the City's normal business hours.
  - C. The City will notify the Customer in writing of any cross-connection or other unacceptable plumbing practices, which has been identified during the Initial Inspection or the periodic re-inspection.
  - D. The Customer shall immediately correct any unacceptable plumbing practice on the premises.
  - E. The Customer shall, at this expense, properly install, test, and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the City.
4. **ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the City 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 SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

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# City of Howe Service Agreement

*Please **initial** each item below*

The Utility application for water/sewer/trash is incorporated by reference

\_\_\_ I understand the utility deposit must be paid at the time of application or service will not be established and also understand my deposit cannot be paid out or added to a bill.

\_\_\_ I understand if the water is not on at the time of purchase or rental, the water will not be left on if it appears there is a leak or faucets/outlets left on. If no one is available, the City of Howe Utility Department will return when notified someone is available at the location.

\_\_\_ I have received a copy of the minimum billing charges and the billing procedure has been explained to me. I understand that depending on the date I request service, my first bill may not reflect my average monthly usage and may include additional days of water usage or few days of usage.

\_\_\_ I understand that if I vacate the property and leave an unpaid balance on my account, the City of Howe will apply my utility deposit to the account. If there is a credit after the deposit is applied, a refund check will be issued within 30 days. In order to insure I receive the refund if applicable, I must provide a forwarding address. If there is a balance after the deposit is applied and I fail to pay the balance owed, the debt may be turned over to a collection agency.

\_\_\_ I understand that my payments are due by the 10<sup>th</sup>, and that a 10% late charge will be applied the first business day after the 10<sup>th</sup>.

\_\_\_ I understand the City of Howe allows 4 extensions per calendar year and must be requested in writing **prior** to the disconnect date, which is the 1<sup>st</sup> business day after the 20<sup>th</sup>.

\_\_\_ I understand the late notices are mailed around the 12<sup>th</sup> of each month and disconnections for non-payment are done on the 1<sup>st</sup> business day after the 20<sup>th</sup>, beginning at 9:00 a.m. If my service is disconnected, or if the utility worker is present on my property to disconnect service, I will be charged an additional \$50.00 reconnect fee. If service is restored after hours, a \$75.00 fee will be applicable.

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## SPRINKLER / IRRIGATION SYSTEM:

**PLEASE BE ADVISED:** If you have purchased a home with an automatic irrigation system, these settings have been set by a builder or previous owner. Please check the settings and adjust to your own watering preference, as you are responsible for all water usage accrued after you take possession of the property.

### Notice of Right to Request Confidentiality

(This notice is being provided to you to inform you of your right as a Utility Customer of the City of Howe. Please be advised that the confidential information described below is subject to release under Chapter 552, Texas Government Code, as amended ("Public Information Act") unless you elect the first option.)

#### Options:

- Yes, I hereby request, pursuant to §182.051, et seq., Texas Utilities Code, as Amended, that my personal information and any information relating to utility Usage, amounts billed to or collected from me for utility usage ("confidential Information") maintained by the City of Howe Utility Billing Department **REMAIN CONFIDENTIAL**
- No, my Confidential Information may be released for any and all purposes.
- On this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, I hereby rescind my previous request that the City of Howe maintain my information as Confidential Information and that it may be released for any and all purposes.

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Customer signature

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Date