

# CITY OF CRAWFORD UTILITY SERVICE AGREEMENT

City of Crawford  
Po Box 7, Crawford, Texas 76638  
Office 254-486-2125  
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[citysecretary@crawfordtx.gov](mailto:citysecretary@ crawfordtx.gov)

Acct #: \_\_\_\_\_  
Meter Read: \_\_\_\_\_

(PLEASE PRINT)

Date of Application: \_\_\_\_\_ Turn on Date: \_\_\_\_\_

Name of Primary Applicant: \_\_\_\_\_

Name of Secondary Applicant (any spouse, domestic partner, or adult roommate of the Primary Applicant must be identified): \_\_\_\_\_

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

Mailing Address (if different): \_\_\_\_\_

Is the Service Address:  Owned  Builder  Rented (landlord info): \_\_\_\_\_

Home Telephone: (\_\_\_\_) \_\_\_\_\_ Work Telephone (\_\_\_\_) \_\_\_\_\_

Cellular Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Primary Applicant's Employer: \_\_\_\_\_

Secondary Applicant's Employer: \_\_\_\_\_

Who is your emergency contact not living at the service address: \_\_\_\_\_

Emergency Contact phone number: (\_\_\_\_) \_\_\_\_\_

**Billing Statement Mailing:** A paper bill will be mailed on the first of the month. Payment is due by the 20<sup>th</sup>. After that date, a late fee of \$15 will be added. Bills not paid on or before the 27<sup>th</sup> will be subject to cut off on the 28<sup>th</sup> of each month. A reconnection fee of \$25 will be required.

**Large Green Trash Cans** are provided. Residential pickup day is Wednesday. Receptacle **MUST** be put in the street. Household brush may be placed at the curb in 4 ft length bundles together.

It is understood by Applicant that:

- Payment for services received is due on or before the due date set forth on the bill and if not timely paid **water services are subject to being discontinued.**
- The City is not obligated to furnish any service of a type or character not available from the existing lines and facilities of the City.
- Applicant must allow the City or its authorized agents to access the premises of the Applicant prior to service being instituted to determine the compliance of connection(s) with applicable local and state codes.
- Applicant agrees to permit authorized agents of the City free access to the Applicant's premises for connecting, disconnecting, testing, reading meters, repairing, or removing any property of the City.
- The City makes reasonable provisions to assure service, but it does not guarantee continuous service.

Other Acknowledgements of the Applicant:

- In addition to the right to terminate service for non-payment, the City shall also have the right to recover against the Applicant under any remedy available to it under law. By this application, Applicant agrees that the City shall be entitled to recover from Applicant the City's reasonable attorney's fees and costs incurred in any collection proceedings against the Applicant.
- In the event of termination of service, deposits on the account will be applied to the final bill and the balance due, if any, will be billed to the Primary Applicant. Likewise, any refunds will be paid to the Primary Applicant. Although,

the Primary Applicant is considered the decision maker for the account, if service is to remain connected after the Primary Applicant's departure from the service address (for example in the event of separation or divorce); the deposit will not be returned to the Primary Applicant until the account is changed to the name of the new customer and a new deposit in replacement of the deposit to be refunded to the Primary Applicant is made to the City.

- IT IS THE PRIMARY APPLICANT'S RESPONSIBILITY TO CLOSE HIS/HER ACCOUNT. IF THE PRIMARY APPLICANT DOES NOT DO SO, HE/SHE GENERALLY WILL CONTINUE TO BE JOINTLY RESPONSIBLE FOR SERVICES PROVIDED TO THE SERVICE ADDRESS WITH THOSE WHO CONTINUE TO USE THE SERVICES AT THE ADDRESS.
- In the circumstance the Primary Applicant moves out of the service address leaving an account unpaid, the Secondary Applicant, if the Secondary Applicant resided at the service address when the services were provided, must bring the account current before he or she will be allowed to establish an account in his or her name for the address.
- The City reserves the right to refuse service where it appears that a change of customer/applicant identity is made to avoid or evade payment of a utility bill.
- Assignments of deposits for the purpose of the account being changed to a new customer must be in writing and be signed by the Primary Applicant. The assignment must expressly identify the person to whom the deposit is assigned. The assignment must be delivered to the City by the Primary Applicant, who must show proof of identification. The assignment may be otherwise delivered if it is notarized. The new customer must provide the information required in the City's customer identification sheet and present a valid photo ID [a copy of which will be placed in the customer's account file]. If the deposit assigned is less than the then-current deposit required, the new customer must deposit the difference, with the exception that a deposit assigned to a spouse or ex-spouse who resided with the Primary Applicant at the service address until separation or divorce does not have to be updated.
- Tampering with taps, meters, or City lines **will not** be tolerated and, in addition to resulting in termination of service, may result in criminal charges being pursued.
- You will be charged the cost of repairing any broken water cut-off on your property caused by you or your invitees.
- You will be charged for the cost of repairing any damage to the meter or City lines caused by you or your invitees.
- **Returned checks** will be subject to a \$30 fee. Customer must make restitution within 5 business days or service will be disconnected and a \$25 turn on charge will be added to account. **All future non cash payments must be made by money order or cashier's check.**

BY YOUR SIGNATURE BELOW YOU ARE CERTIFYING THAT THE INFORMATION THAT YOU HAVE PROVIDED HEREIN IS TRUE AND CORRECT.

In accordance with HB859, I want my personal information on my account records kept confidential.

YES       NO

**AGREED AND UNDERSTOOD:**

\_\_\_\_\_  
Primary Applicant Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

*Effective 01/09/2019  
Revised 12/10/2019*

**OFFICE USE ONLY**

**Water Fees - DUE WITH APPLICATION:**

- Initial Water Tap - \$1000
- Initial Sewer Tap - \$1000
- New Service Deposit - \$100
- Construction - \$50

Total Fees Amount paid: \$ \_\_\_\_\_

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

## SERVICE AGREEMENT

**I. PURPOSE. THE CITY OF CRAWFORD** from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the CITY OF CRAWFORD will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system 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 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 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 percent 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 CRAWFORD and \_\_\_\_\_ **(Customer's Name).**

- A. The City will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the City of Crawford.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the CITY OF CRAWFORD 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 CITY OF CRAWFORD normal business hours.
- C. The CITY OF CRAWFORD shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or 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 expense, properly install, test, and maintain any backflow prevention device required by the CITY OF CRAWFORD. Copies of all testing and maintenance records shall be provided to the Water System.

**IV. ENFORCEMENT.** If the Customer or water user fails to comply with the terms of the service inspection or Service Agreement, the City 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.

**SERVICE ADDRESS:** \_\_\_\_\_

**CUSTOMER'S SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

*Effective 01/09/2019 Revised 12/10/2019*