

## Service Agreement

Applicant Name \_\_\_\_\_

Co-Applicant/Landlord Name \_\_\_\_\_

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

Date of birth (Applicant): \_\_\_\_\_ SSN (optional): \_\_\_\_\_ Phone: \_\_\_\_\_

Date of birth (Co-Applicant): \_\_\_\_\_ SSN (optional): \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing address (if different from Service Address): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Do you Own \_\_\_\_\_ Rent \_\_\_\_\_ Landlord/Property Owner's Name: \_\_\_\_\_

Property Owner's Name and Phone Number: \_\_\_\_\_

Has the applicant or co-applicant had service with the City of Goliad before? Phone: \_\_\_\_\_

If yes, when? \_\_\_\_\_ At what address? \_\_\_\_\_

Name account was under: \_\_\_\_\_

Would you like your information on your account to be kept confidential?  Yes  N

Would you like to be added to emergency call out list?  Yes  N

### *City of Goliad Utility Department Policies & Service Agreement*

The following are the terms of the Service Agreement ("Agreement") between the City of Goliad by and through its Water System, ("City") and \_\_\_\_\_, ("Customer"):

#### **City Business Hours**

All customer business will be handled during normal working hours, unless otherwise accepted by City ordinance. Normal working hours for all Water and Sewer Department business is 8:00 a.m. until 5:00 p.m., Monday through Friday, except holidays.

#### **Application**

All individuals or entities requesting utility services from the City shall fill out and file a Service Application. Pursuant to the City's Ordinance, if a person falsifies information provided in the application for city utility services, then the City may deny and/or discontinue such service to such person subject to any requirements of notice to the customer if otherwise required by law. Applicants who are renters at a location shall be required to obtain the signature of the landlord as a co-applicant for service.

All customers have the right under the Texas Utilities Code, Section 182.052 to request that personal information on file with the City be held confidential. Personal information includes individual's address, telephone.

All city residents and commercial businesses shall be charged for solid waste service as a part of the basic utility service.

#### **Deposit**

A deposit is due and payable at the time of service application for the following

- Residential Accounts - \$100.00
- Commercial Accounts - \$300.00
- Bulk Water Accounts - \$500.00

#### **Connections**

Connection of service shall be made within 24 hours of contract date, excluding Saturdays, Sundays and holidays, unless a later date is otherwise requested by Customer. Customer will incur minimum bill charges immediately following activation of their account.

Customer service personnel will attempt to perform connections as soon as practicable. The Customer is not required to be present for connection, but is advised to be on hand or to make certain to check all faucets, valves, pipes, etc. to assure there will be no open outlets when water is connected and turned on. **The City disclaims all responsibility for damages caused by water delivered by the Utility Department**

**The City is not responsible for any water consumption caused by a water leak on the customer's side of the meter.**

Water meters are placed on utility easements and remain City property. Water meters must be kept clean and free from obstructions.

Any meter box, which remains inaccessible after three (3) attempts will be charged a meter access fee as determined by the City Council.

### **Utility Services Billing**

Service will be billed monthly. Bills are due and payable upon receipt. Failure to receive notice of amount due does not excuse payment by due date.

Customers wishing to have their bank account drafted for the amount of their utility bill may request information on how to set up a bank draft from the utility personnel at City Hall.

Beginning on July 1, 2016, Customers may also pay their utility bill online. Such online payments will incur a convenience charge as stated in the City's Fee Schedule, which may be amended from time to time. Customers should **NOT** pay online if paying on the 25<sup>th</sup>. **All payments made on the 25<sup>th</sup> must be made before 5:00 p.m. in the City's offices to avoid disconnection (and other charges if elderly pursuant to Section 13.02.004(c)).**

For your convenience City Hall has an "after-hours" payment box. This box is located on the east wall of the front porch. Deposit only checks and money orders with your payment. No Cash. Payments will not post until the next business day.

If the utility bill is unpaid by **5:00 p.m.** on the **12<sup>th</sup>** of the month, a late payment fee equating to the percentage established by City Council of the unpaid balance for the entire bill (water, sewer and solid waste) shall be charged.

If the utility bill is still unpaid by **5:00 p.m.** on the **21<sup>st</sup>** of the month a service fee in an amount established by the City Council will also be added to your account balance.

The City of Goliad offers a program called "Third Party Notification." This program allows senior citizens, and medically handicapped customers to complete a form naming a third person to be contacted should they forget to pay their utility bill. In this program, if a customer, who has completed and returned the form, forgets to pay their bill by the 15<sup>th</sup> of the month, a notice goes out to the customer and the third party named on the form. The person named on the form should then contact the customer and remind them to pay the bill. The City does not assume responsibility for contacting the customer.

Customers who encounter difficulty in paying their utility bill may seek assistance from the Goliad Ministerial Alliance group. Certain criteria must be met before a customer can qualify for this assistance.

### **Disconnection**

Water service will be disconnected beginning at **9:00 a.m.** on the **26<sup>th</sup>** of the month and a reconnect fee in an amount established by the City Council will be added to your account balance. The basic reconnection fee, as established by City Council, will be charged when service is reinstated during regular business hours (8-5, M-Thursday) and an additional after-hours fee, as established by City Council, will be charged when service is reinstated after hours at the request of the customer (anything after 5:00 p.m. M-F or on weekends).

If water service is disconnected, the past due balance, plus the late fee, the service fee and the reconnect fee must be paid before water service will be reconnected. In the event of delinquency, an account which has a utility deposit on file that does not meet the current amount as set forth by the city council shall require the payment of the differential in addition to the aforementioned payments in order to secure service. Similarly, any account against which the deposit was applied in lieu of payment shall require a new deposit before the restoration of service.

*If water services are disconnected and the individual whose name is on the account still lives at, rents from or owns the building that is receiving water, any balance must be cleared before a subsequent individual, including relative or caretaker, or subsidiary business is able to receive service.*

### **Returned Check/NSF Check**

A return check fee shall be assessed for each check returned by your banking institution for any reason and account(s) will be assessed any applicable late fees. If a check is written for multiple accounts, each account will be assessed a return check fee and each account will be assessed any and all applicable late fees. Unpaid returned checks will be turned over to the Goliad County Attorney's Office for further processing.

### **Deposits upon Discontinuance**

Deposits are refundable at the time service is discontinued, and will be applied to any outstanding balance.

### **Sprinklers on City Property/ROW**

Any sprinkler system or water pipes shall not be place on city property or city right of way without first obtaining prior approval from the City and any and all required permits are obtained.

### **Tampering**

A tampering fee in an amount determined by City Council shall be charged for any City water line, valve, meter, or other devices tampered with. This includes unauthorized persons turning water meter "off" or "on" for customer repairs, self- connecting, or re-connecting before application for service or after disconnection for non-payment.

- ❖ Authorized personnel include City of Goliad employees or agents.
- ❖ Unauthorized personnel include customers, plumbers, or other persons not hired by the City.

Additionally, the customer will be required to pay for any City property damaged (such as valves, meters, lids, boxes and other devices) in association with tampering activities.

#### **Cut-off Valves**

Customer is required to install a cut-off valve with valve box and lid in their service line 12" from the water meter of the residence or business. Customer is allowed 10 days from date service begins to install the valve. The valve must be a ball type valve.

When a customer requests an emergency cutoff at his premises, an emergency cutoff fee of \$15.00 shall be assessed.

#### **Cross Connection and Backflow Prevention**

The City 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 the City's Service Agreement is to notify each customer of the restrictions, which are in place to provide this protection. The City enforces these restrictions to ensure the public health and welfare. **Each customer must sign this agreement before the City of Goliad 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 on file.

#### **Restrictions.**

- No direct connection between the public drinking water supply and a potential source of contamination is permitted. No connection, which allows water to be returned to the public drinking water supply, is permitted. If the water meter is not designed to prevent backward flow, a back-flow prevention device must be placed between the meter and the cut-off valve.
- 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. 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.
- 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 an air-gap or a reduced pressure-zone backflow prevention device.
- The Customer shall allow his or her property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City personnel or its' authorized 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's normal business hours.
- The City 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.
- The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his or her premises.
- The Customer shall, at his or her own expense, property 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 when required at no charge.

#### **Garbage Collection**

Garbage collection for the City of Goliad is provided by Republic Service on Mondays, Tuesdays, Thursdays, and Fridays depending on your service address. Customers must have their garbage out at the curbside by 7:00 a.m. on their scheduled collection day to be assured of pick-up. Place your trash curbside even if you do not have a trash receptacle. Drivers periodically change routes so collection times may vary so be sure to have your garbage out by 7:00 a.m.

#### **Recycling Center**

The City of Goliad has a drop off recycling center located at 612 S. Burke Street. The center is open on Saturdays from 8:00 a.m. to 12 noon. **No paint, tires nor batteries are accepted.** *The center is closed for certain holidays and a sign will be posted at the location prior to the holiday.*

#### **Fees**

Fees are established by the City Council of the City of Goliad. Fees may be reviewed annually and adjusted. The City will provide not less than thirty (30) days notice of any modifications to the fees established once approved by the City Council.

**Signature**

If you, as a Customer of the City of Goliad Water Department, fail to comply with the terms of this Service Agreement, the City of Goliad may terminate service. Any expenses associated with the enforcement of this agreement shall be the responsibility of the Customer and shall be billed to the Customer and shall come under the same requirement for payment as for the water bill as mentioned in the service application and agreement. By signing this Utility Agreement, you agree that all information provided on the Application and that all the provisions outlined herein are being met and/or are understood. By signing this as the Landlord for Applicant, you agree that you will be responsible for any unpaid charges incurred by the Applicant upon move-out/termination.

Applicant's Signature: \_\_\_\_\_

Applicant's Printed Name: \_\_\_\_\_

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

Driver's License # \_\_\_\_\_

Co-Applicant's Signature: \_\_\_\_\_

Co-Applicant's Printed Name: \_\_\_\_\_

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

Driver's License # \_\_\_\_\_

Landlord / Property owner's Signature: \_\_\_\_\_

Landlord / Property owner's Printed Name: \_\_\_\_\_

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

Driver's License # \_\_\_\_\_