

**NEW CUSTOMER INFORMATION**  
**DEPOSIT AMOUNT \$200.00**

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

Customer Name: \_\_\_\_\_

\*\* Renting or Buying\*\* (from whom & phone#): \_\_\_\_\_

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

City/State/Zip Code: \_\_\_\_\_

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

Home Phone #: \_\_\_\_\_ Work #: \_\_\_\_\_

**\*\*\* CONFIDENTIAL INFORMATION \*\*\***

Driver's License #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security #: \_\_\_\_\_ Email: \_\_\_\_\_

Name, and Phone number of closest relative: \_\_\_\_\_

I, \_\_\_\_\_, have received & fully understand the information given.  
(Customer Signature)

**OFFICE USE ONLY**

DEPOSIT PAID \$ \_\_\_\_\_ / \_\_\_\_\_

NUMBER OF POLY CARTS \_\_\_\_\_

DUMPSTER SIZE/FREQ \_\_\_\_\_ / \_\_\_\_\_

BULK WATER/SET FEE \$ \_\_\_\_\_ / \_\_\_\_\_

ACCT #: \_\_\_\_\_

ELECT.ID: \_\_\_\_\_

SERIAL# \_\_\_\_\_

SEQ# \_\_\_\_\_

ROUTE# \_\_\_\_\_

READING: \_\_\_\_\_

## **Regarding Water, Sewer, Sanitation, Ambulance, Late and Re-Connect Fees**

**The Customer hereby agrees to obtain, utilize, and or/reserve service as soon as it is available. Customer further agrees to pay, upon becoming a customer, the monthly charges for such services as prescribed in the City of Edgewood's tariff.**

All water shall be metered by meters to be furnished and installed by the City of Edgewood. The meter and/or wastewater connection is for the sole use of the customer and is to provide service to only one.

1. Dwelling or one (1) business, Extension of pipe 's to transfer utility service from one property to another, to share, resell, or sub-meter water to any other persons, dwellings, business, or property, etc.is prohibited.

The City of Edgewood shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Customer's property at a point to be chosen by the City, and shall have access to its property and equipment located upon customers premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, upon discontinuance of services the City shall have the right to remove any of its equipment from the Customer's property. The customer shall install, at their own expense, any necessary service lines from, the City's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean outs, and other equipment as may be specified by the City. The City shall also have access to the Customers property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations relating to the federal safe drinking water act or chapter 341 of the Texas Health & Safety Code or and the corporation's tariff and service policies.

The City is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The City shall enforce the restrictions to insure the public health and welfare. The following undesirable 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 assembly in accordance with state regulations.
- b. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public shall be eliminated at the service connection by proper installation of an air gap or a reduced pressure zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.

The City of Edgewood shall sell and deliver water and/or wastewater to the Customers and the Customer shall purchase, receive, and/or reserve service from the City of Edgewood in accordance with the bylaws and tariff of the City of Edgewood as amended from time to time by the City Council.

The Customer shall pay the City of Edgewood for service hereunder as determined by the City of Edgewood's tariff and upon terms and conditions set forth therein a copy of which has been provided as an information packet, for which Customer acknowledges receipt hereof by execution of this agreement. A copy of this agreement shall by execute before service may be provided to the Customer.

The City of Edgewood shall have the authority to discontinue service of any Customer not complying with any policy or not paying any utility fees or charges as required by the City's published rates, fees, and conditions of service. At any time service is discontinued, terminated or suspended, the City of Edgewood shall not reestablish service unless it has a current signed copy of the agreement.

If this agreement is completed for the purpose of assigning utility service as a part of a rural domestic water and or wastewater system loan project contemplated with the City of Edgewood and Customer shall pay an Indication of Interest Fee in lieu of a Customer Fee for the purposes of determining.

The City of Edgewood shall maintain a copy of this agreement as long as Customer and or premises is connected to the public water system. The Customer shall allow their property to be inspected for possible cross-connection, potential, contamination hazards, and illegal lead materials. These inspections shall be conducted by the City of Edgewood or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the City of Edgewood normal business hours.

The City of Edgewood shall notify the Customer in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The customer shall immediately correct any undesirable practice on their premises. The Customer shall, at their expense, properly install, test, and maintain any backflow prevention device required by the City of Edgewood. Copies of all testing and maintenance records shall be provided to the City of Edgewood as required. Failure to

comply with the terms of this service agreement shall cause the City of Edgewood to 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.

In the event the total water supply is insufficient to meet all of the Customers, or in the event there is a shortage of water, the City of Edgewood may initiate the Emergency Rationing Program. By execution of this agreement, the Customer hereby shall comply with the terms of said program.

By execution hereof, the Customer shall hold the Corporation harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Customer/users of the City of Edgewood, normal failures of the system, or other events beyond the city of Edgewood's control.

The Customer shall grant to the City of Edgewood permanent recorded easement (s) dedicated to the City of Edgewood for the purpose of providing reasonable rights of access and use to allow the City of Edgewood to construct, maintain, replace, upgrade, parallel, inspect, test, and operate any facilities necessary to serve that customer as well as the City of Edgewood's purposes in providing system wide service for existing or future Customers.

By execution hereof, the Customer shall guarantee payment of all other rates, fees, and charges due on any account for which said Customer is responsible. Said guarantee shall pledge any and all Customer Fees against any balance due the City of Edgewood.

By execution hereof, the Customer agrees that non-compliance with the terms of this agreement by said Customer shall constitute denial or discontinuance of service such time as the violation is corrected to the satisfaction of the City of Edgewood.

Any misrepresentation of the facts by the Customer on any of the four pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the City of Edgewood's tariff.

**I.PURPOSE.** The City of Edgewood Water Supply is responsible for protecting the drinking water supply from contamination or pollution which could result 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 Edgewood Waterworks 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 0.25% 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 Edgewood Waterworks and CUSTOMER'S NAME: \_\_\_\_\_.

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- 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 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-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
- 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 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 an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

## GENERAL INFORMATION

Water meters are read approximately on the 15<sup>th</sup> of each month. Water bills are mailed out approximately on the 25<sup>th</sup> of each month. Water bills are due and payable by the 10<sup>th</sup> of each month. Computer automatically adds a \$20.00 late charge to the past due amount on the 11<sup>th</sup> of each month.

**ALL UNPAID ACCOUNTS WILL BE DISCONNECTED WITHOUT FURTHER NOTICE ON THE 16<sup>th</sup> OF EACH MONTH.**

If you haven't received your water bill by the end of the month, **it is your responsibility** to come by or call the water department to get your total or a duplicate bill.

**On the 16<sup>th</sup> of each month, a \$50.00 service fee will be applied to all accounts reflecting no payment. Please note that we are unable to turn your service back on until we have the past amount and the reconnect fee in hand. (NO EXCEPTIONS) Amount due and reconnect fee to be paid in Money Order or Credit Card Only!!**

**If we receive two (2) returned checks or ACH's on your account, the ACH draft will be turned off (if applicable) and your account will be placed on Money Order or Credit Card only terms.** Late fees apply if the returned check or ACH is not rectified prior to the 11<sup>th</sup> and disconnect fees and actions apply if not rectified prior to 8:00 am on the 16<sup>th</sup>. A \$30.00 (thirty) dollar fee is applied for any dishonored payment.

**Meter tampering fee of \$50 will be added to utility bill (at time of discovery by City) and meter will be pulled at that time at the discretion of the City. There will be an additional \$150.00 payment due prior to reinstallation of water meter.**

**Water, Sewer and Sanitation rates may be updated annually based on the consumer price index. Please visit [www.edgewoodtexas.org](http://www.edgewoodtexas.org) for the updated fees schedules**

**SANITATION:** Sanitation for residential and commercial hand pick-up's will be on Wednesday for all addresses North of Hwy 80 and on Thursday for South of Hwy 80. Only trash placed inside of approved Black Jack Disposal polycarts will be emptied plus 1 additional bag. Unauthorized cans will not be emptied. If you need additional polycarts, call the water department at 903-896-7144 to order. Each week, Black Jack Disposal will pick up either 1 cubic yard (3' x 3' x 3') of brush **OR** 1 bulky item each week (such as furniture, mattresses or other household objects too large to fit in the provided cart). Polycarts must be placed out for collection at the curb no later than 7:00 am to ensure pickup.

**Payments may be made by ACH, check, money order, cashier's check, or credit card. No cash is accepted at any time. Online payments may be made at [www.edgewoodtexas.org](http://www.edgewoodtexas.org). ACH draft is available with a completed form returned to the water department and will be drafted on the 10<sup>th</sup> of the month only.**

CUSTOMER'S PRINTED NAME: \_\_\_\_\_

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

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

OFFICE USE:

APPROVED BY: \_\_\_\_\_

DATE APPROVED: \_\_\_\_\_

# Edgewood Waterworks

P.O. Box 377  
Edgewood, TX 75117  
903-896-7144

## Recurring Payment Authorization Form

Schedule your payment to be automatically deducted from your bank account. Just complete and sign this form to get started!

### Recurring Payments Will Make Your Life Easier:

- It's convenient (saving you time and postage)
- Your payment is always on time (even if you're out of town), eliminating late charges

### Here's How Recurring Payments Work:

You authorize regularly scheduled charges to your checking/savings account. You will be charged the amount indicated on your water bill each billing period on the date due. If the 10<sup>th</sup> falls on a weekend day, the draft will be submitted on the following business day. You agree that no prior-notification will be provided.

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### Please complete the information below:

I \_\_\_\_\_ authorize Edgewood Waterworks to charge my banking account  
(full name)

indicated below on the 10<sup>th</sup> (or following business day) of each Month for payment of my Water Utility bill.  
(day or date)

Billing Address \_\_\_\_\_

Phone# \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email \_\_\_\_\_

### Checking/ Savings Account

Checking  Savings

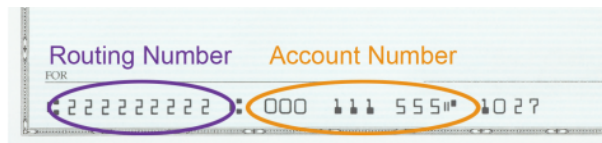
Name on Acct \_\_\_\_\_

Bank Name \_\_\_\_\_

Bank Routing # \_\_\_\_\_

Account Number \_\_\_\_\_

Bank City/State \_\_\_\_\_



SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Edgewood Waterworks in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted payment dates fall on a weekend or holiday, I understand that the payments may be executed on the next business day. For ACH debits to my checking/savings account, I understand that because these are electronic transactions, these funds may be withdrawn from my account as soon as the above noted periodic transaction dates. In the case of an ACH Transaction being rejected for Non Sufficient Funds (NSF) I understand that Edgewood Waterworks may at its discretion attempt to process the charge again on the next business day, and agree to an additional \$30 charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this bank account and will not dispute these scheduled transactions with my bank; so long as the transactions correspond to the terms indicated in this authorize

9/30/2024