

City of Honey Grove

—“Sweetest Town in Texas”—



WATERWORKS APPLICATION FOR SERVICE

Effective Date: _____

Commercial \$200 Deposit

Residential \$100 Deposit

Disconnection

SERVICE ADDRESS INFORMATION

Rent

Own

Company Name _____

Applicant Name _____

Service Address _____

Mailing Address _____

Phone Number _____ Alternate _____ Work _____

Driver License _____ State _____ Social Security _____

(Copy of D/L for File)

E-mail Address _____

FORWARDING ADDRESS INFORMATION

Address _____

TRANSFER SERVICE INFORMATION

New Service Address _____ Date to Connect _____

Previous Service Address _____ Date to Disconnect _____

****For Office Use Only****

Notes

Cash Check _____

Account #: _____

Credit Card

Deposit Receipt: _____

Cross Connections

Water Service Agreement

- I. **PURPOSE:** The CITY OF HONEY GROVE 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 HONEY GROVE WATER SYSTEM 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.
- 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% 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 HONEY GROVE WATER SYSTEM and Customer.
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or premises is connected to the Water System.
 - B. The Customer and/or Owner shall allow his property to be inspected for possible cross-contaminations and other potential contamination hazards. These inspections shall be conducted by the Water Dept. or its designated agent prior to initiating new water service; when there is reason to believe that cross-contamination 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 and/or Owner by phone followed by notification in writing of any cross-contamination or other potential contamination hazard, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer and/or Owner shall immediately remove or adequately isolate any potential cross-contamination or other potential contamination hazards on premises.
 - E. The Customer and/or Owner shall, **at their expense**, properly install, test, and maintain any backflow prevention device required by the Water System. CITY OF HONEY GROVE WATER WORKS **requires yearly testing at Owners expense** by an approved & licensed inspector whose certification is on file at the Water Dept.
- IV. **ENFORCEMENT:** If the Customer and/or Owner 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 and/or Owner.
- THE CITY OF HONEY GROVE WATER SYSTEM requires all Water Customers/Owners have or install, at their expense a cutoff on their side of the meter. This will be used to turn water service off and on for any repairs or plumbing work. You may not use the Water System's cutoff to turn your service on/off for any reason. Anyone using the Water System's cut off at the meter may be subject up to a \$500 fine.

Applicant

Date

City of Honey Grove Service Agreement

I understand service will remain in my name and will be my financial responsibility until I submit a request to disconnect service.

I understand my payment is due by the 10th of each month and if payment is received after the 10th I will be charged a **\$10.00** Late Fee.

I understand there is a night drop box available 24 hours a day located on the south side of the building.

I understand Past Due Notices are mailed on the 11th and Disconnections will be done on or around the 21st of each month. If payment is not received by the 20th of each month, I understand I will be charged a **\$40.00** administrative fee. Should the past due amount remain unpaid 10 business days after disconnection of service, the account is closed and deposit applied to the outstanding balance. Should there be a remaining balance after the deposit is applied and not paid in full within 60 days of termination of service; the account balance will be turned over to a collection agency. If I request utility services, or have water turned back on, after the account is finalized, I will be required to pay off the remaining outstanding balance and pay a new deposit.

I understand extensions will not be granted beyond the last day of the current month.

I understand if I submit a disconnect request or if I vacate the service address without notice and service is disconnected and I leave an unpaid balance; the City of Honey Grove will apply my deposit toward the balance. If there is a credit after deposit has been applied I will receive a refund within 30 business days. To insure I received a refund I must provide a forwarding address. If there is a balance due after the deposit has been applied, I understand I will receive a final bill for the balance.

I understand I must have my issued poly cart/carts to the street side every Friday for pick up by 7:00AM. All trash must be inside cart/carts no over flow will be collected.

The City provides an open top dumpster for citizens to dispose of household items 1 time a month with a paid water bill. The City also provides a site to dispose of brush and tree limbs ONLY.

I have read, understand and agree to comply with terms and conditions of this agreement. Any exceptions to this policy must be approved through management and/or City Council.

Applicant

Date