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Approved by: \_\_\_\_\_  
Entered on: \_\_\_\_\_

APPLICATION FOR WATER SERVICE WITH THE CITY OF RIVER OAKS

Applications will only be accepted if you include the following: Copy of Valid Government Issued Photo Identification, Rental Agreement/Closing Disclosure

Account #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Deposit Amount: \$ \_\_\_\_\_ Service Fee: **\$15.00**

STREET ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

APPLICANT PHONE #: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

SERVICE AGREEMENT

**PURPOSE:** The City of River Oaks is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water 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 City of River Oaks enforces these restrictions to ensure the Public Health and Welfare. As the applicant you are required to sign this agreement before the City of River Oaks will begin service. In addition, when service to an existing connection has been suspended or terminated, the River Oaks Water System will not re-establish service unless it has on file a signed copy of this agreement. The River Oaks Water System will maintain a copy of this agreement as long as the Customer and/or the premise are connected to the River Oaks Water System.

I, \_\_\_\_\_, do hereby affirm and certify that I am the legal tenant/owner of the property. Of the above premise, I agree that by paying the required utility deposit and by signing this application and service agreement for water service, I will abide by all water utility regulations governing water.

RESTRICTIONS. The following unacceptable practices are prohibited by State regulations.

**SERVICE AGREEMENT:** The following are terms of the service agreement between the CITY OF RIVER OAKS AND

**Customer Name (Printed)** \_\_\_\_\_ **Authorized User (Printed)** \_\_\_\_\_

1. **A new application for water service will not be accepted** from another person to resume service under name so long as the previous customer continues to occupy or own the premises as his residence or place of business until delinquent charges are paid or arrangements for payment satisfactorily to the City Secretary/Mayor or Mayor's designee are made, or the violation is abated.
2. I am not making application for water service for the purpose of transferring service into my name **to avoid payments of delinquent charges the previous customer.**
3. I understand that the Utility Manager/City Secretary may discontinue water service or refuse to restore utility service for failure to pay any charges due under the Utility Policy or I have delinquent charges outstanding at another address or that a substantial water waste or hazard is occurring.
4. I will allow my property to be inspected for possible cross-connections and potential contamination hazards. **The River Oaks Water System** or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential hazards exist; or after any major changes to private water distribution facilities will conduct these inspections. The inspections shall be conducted during the water system's normal business hours.
5. **The River Oaks Water System** will notify customers in writing of any cross-contamination or potential contamination hazard, which has been identified during the initial inspection or the periodic inspection.
6. The **Customer** shall immediately remove or adequately isolate any potential cross-connections or potential contamination hazards on this premise.
7. The **Customer** at his/her expense shall properly install, test and maintain any backflow prevention device required by the **River Oaks Water System**. Copies of all testing and maintenance records shall be provided to the water system.
8. If the **Customer** fails to comply with the terms of the Service Agreement, the **River Oaks Water System** shall, its option either terminate or properly install, test and maintain an approved backflow prevention device at service connection. Any expenses incurred by the **City of River Oaks** associated with the enforcement of this agreement shall be billed to the **customer**.
9. I understand that the water meter is city property, and I am not to touch/tamper with the meter. If there are signs of tampering, I understand I will be charged with tampering, a \$75 fee will be added to my account and a police report will be filed.

**I understand, I will have 15 days before my bill is late. Once it's late I will have a \$5 or 10% fee added to my account and 10 additional days to pay before my water is disconnected. A \$25 Administrative fee will be added to the account on disconnection day. If I make a payment online on disconnection day, I understand I must call the water department in order to be reconnected. I also understand that if I am disconnected a representative 18 years or older must be at the property and sign an affidavit to have my water service restored.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_