



CITY OF HIGHLAND HAVEN

510-A Highland Drive

Highland Haven, Texas 78654-8269

Phone: 830-265-4366 Fax: 512-366-9721

Application for Service

Service Address: _____ Start Date: _____

Applicant Name: _____

Billing Address: _____

City: _____ State: _____ ZIP: _____

E-Mail Address: _____

Primary Phone: _____ Alternative Phone: _____

Co-Applicant's Name: _____

E-Mail Address: _____

Primary Phone: _____ Alternative Phone: _____

☐ Applicant is the Property Owner

☐ Applicant is a Renter

Required for Rental Properties

Property Owner Name: _____

Property Owner Mailing Address: _____

Property Owner Home Phone: _____ Cell Phone: _____

Applicant understands that pursuant to Texas Utilities Code, Chapter 182 that the City may not disclose a customer's personal information (individual's address, telephone number and driver's license number) if applicant indicates below that applicant wants this information to be confidential. Please understand that there are some exceptions to this confidentiality as provided by law. Please check the appropriate box below.

☐ I request that my personal information maintained by the City of Highland Haven collected on this application be kept confidential under Texas Utilities Code, Chapter 182.

☐ I do not request that my personal information maintained by the City of Highland Haven collected on this application be kept confidential under Texas Utilities Code, Chapter 182.

Applicant understands that there may be a need for the City to communicate service notification information pertaining to the utility services, water outages, boil water notices, drought contingency notifications, pickup of solid waste and/or recycle service, such as equipment problems, weather delays, road closures or other items that may affect service. The City will provide notification of such problems via email or other communication means as available.

☐ I allow the City to send me service notifications to me via the email addresses listed on this application

Service Requested:

☐ Water Service - **Only** Connect Fee: **\$100.00 (non-refundable)**

☐ Solid Waste / Recycling - **Only** Connect Fee: **\$100.00 (non-refundable)**

☐ **Both** - Water and Solid Waste / Recycling Connect Fee: **\$200.00 (non-refundable)**

Request for additional Poly Cart:

One 95-gallon poly cart for solid waste and one 95-gallon poly cart for recycling is included in the basic service plan.

☐ Check here if an additional poly cart is requested

Solid Waste Service Agreement Terms:

1. Customer will place their solid waste and recycle poly carts not more than 3 feet from the curb or edge of street for pickup by 7am on pickup day. Poly carts must be separated by at least 5 feet to allow for the proper operation of service trucks. Service pickup will occur between 7AM and 7PM on service pickup day. Poly carts must be placed away from mailboxes and any other obstruction affecting service access.
2. The weight of the poly cart and its contents shall not exceed 175lbs.
3. Any poly cart that is lost or damaged due to improper use or abuse by Customer will be replaced for a fee of

\$150.00.

4. Recycle materials in the recycle poly cart must follow the current approved list of recyclable materials.
5. Any items or bags outside of the poly cart will not be collected by the service provider.
6. Normal pickup day will be Thursday for solid waste and every other Thursday for recycling unless the pickup day falls on a holiday (Thanksgiving Day, Christmas Day, and New Year's Day). Then pickup day will be the next business day.
7. Payments are for services in advance and amounts will be detailed on a monthly mailed billing statement. Fees are based on the Highland Haven Solid Waste and Recycling Services Fee Schedule which may be modified from time to time. Late fees will be applied to any Payment not received by the 15th of each month.
8. Tree branches from customer's property hanging over the street limiting access for solid waste truck service must be trimmed back to a height of at least 15 feet.
9. Service users shall not place Hazardous, Non-Recyclable or Unacceptable Waste in the poly carts. Any inappropriate materials that create additional processing and cleanup expenses for Waste Management or the recycling center will be passed on to the City. The City will pass on all such costs to the customer plus a \$250 handling charge. Hazardous Waste items should be properly disposed by using services provided by Burnet County during their annual Household Hazardous Waste Program, usually every October.

If the customer fails to comply with the terms of this service agreement, the City of Highland Haven may terminate solid waste and recycle service. Any expenses and outstanding balances shall be the responsibility of the Customer.

Water Service Agreement Terms:

1. The Utility agrees to sell and deliver water to the Customer and the Customer agrees to purchase and receive water from the Utility in accordance with the rules and regulations of the Utility.
2. All water will be measured by meters, which are furnished, installed, owned, and maintained by the Utility. The meter and/or connection are for the sole use of the Customer to serve water to one dwelling, business, or property. The Customer shall not share, resell, or sub-meter water to any other dwelling, business, property, etc., without the specific written authorization of the Utility and in compliance with applicable rules and regulations.
3. The Utility has the right to locate a water service meter and the pipes necessary to connect the meter on the property of the Customer. The Customer will allow the Utility access at all reasonable times to its property and equipment located upon the Customer's premises for the limited purposes of reading the water meter, repairing or replacing existing facilities and to check for illegal connections or unsafe plumbing practices existing or cross-connections, in compliance with the requirements of the Texas Commission on Environmental Quality "Rules and Regulations for Public Water Systems."
4. The use of pipes and pipe fittings that contain more than 8.0% Lead or solders and flux that contain more than .2% Lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the water supply.
5. The customer will install, at his/her own expense, a service line from the water meter to the point of use that includes a cut-off valve on the Customer's side of the water meter. The Customer will be responsible for maintenance and repair of the service line and cut-off valve. The Customer shall hold the Utility harmless from any and all claims for demands for damage to real or personal property occurring from the point the Customer ties onto the water meter to the final destination of the line installed by the Customer.

6. The Customer agrees to grant to the Utility an easement "right-of-way" for the purpose of installing, maintaining and operating such pipe lines, meters, valves and any other equipment which may be deemed necessary for the provision of Utility service to that Customer. The driveway approach, extending from the street across right-of-way to property line, may be any suitable driving surface, **except concrete**, and may require a culvert underneath. Refer to Code of Chapter 10 Article 3 [here](#).
7. The Utility will attempt to restore the Customer's property to its original condition after installation or repairs. This easement may be in such form as is required by the Utility. The Customer agrees not to interfere with the Utility's employees in the discharge of their duties.
8. The Customer will not permit anyone except the Utility's employees to service, tamper with or interfere with any of the equipment installed on the Customer's premises.

Customer must have street address identification for their home that is visible from the street. This will be used for proper service location identification. This is also critical for Sheriff, Fire and EMS emergency response.

All utility payments are due by the 15th of each month and will be detailed on a monthly billing statement. Late fees will be applied to any payment not received in our office by the 15th of each month.

We are not responsible for lost billing statements after they leave this office. It is the customers responsibility to call the office if you have not received your billing statement by the 1st of the month.

Driver's License Number _____

State _____

Applicant Signature: _____

Date: _____

Co-Applicant Signature: _____

Date: _____

Office Use Only

Account #: _____

Meter #: _____

Meter Reading: _____

Water and Trash rates can be found [here](#).

<https://ecode360.com/45256851#45256851>