

CITY OF ALVORD
WATER, SEWER, TRASH SERVICE APPLICATION
Deposit Required \$150.00

RESIDENTIAL CUSTOMER INFORMATION – Account # _____

Name _____ Start Date Needed _____

Service Address _____

Mailing Address _____

City _____ State _____ Zip _____

Home Phone _____ Other _____

SS# (last 4 digits) _____ DL# _____ DOB _____

Email address _____

Inside City Limits _____ Outside City Limits _____ Own the property Renting

If you are renting, please provide homeowner name, address and phone number:

Customer Signature _____

*****FOR OFFICE USE ONLY*****

Taken by _____ DL Copied _____ Today's Date _____

Deposit Amount Paid _____ Check # _____ Cash _____ Credit Card _____

Today's Meter Reading _____ Meter Serial # _____ Rt _____ Seq _____

Trash Charges _____ Sewer charges included excluded

Close out previous acct _____ Add to Monthly Checklist _____ Dep Info reported _____

WC Audit _____

WATER SERVICE AGREEMENT

- I. **PURPOSE:** The City of Alvord is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing 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 City of Alvord 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. **PLUMBING RESTRICTIONS:** The following undesirable plumbing 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 condensing, cooling, or industrial process 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 Alvord (the Water System) and _____ (the Customer).
- 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/her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating service and periodically thereafter. 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 undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any undesirable plumbing practice on his/her premises.
 - E. The Customer shall, at his/her 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. **CROSS-CONNECTIONS & UNDESIRABLE PLUMBING PRACTICES**

- A. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Water System’s normal business hours.
- B. The Water System shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- C. The Customer shall immediately correct any undesirable plumbing practice on his premises.
- D. 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.

V. **ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, 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.

CUSTOMER’S SIGNATURE: _____

SERVICE ADDRESS: _____

DATE: _____ **ACCT. #:** _____

“This organization is an Equal Opportunity Provider.”

**CITY OF ALVORD
PAYMENT POLICY
WATER/SEWER/GARBAGE SERVICE ACCOUNTS**

Water Service Deposit - Residential

A \$150.00 deposit is required before an account can be opened and service started. When the customer moves out, any balance due will be deducted from the deposit and any remaining amount will be refunded to the customer.

Water Service Deposit – Commercial

A \$350.00 deposit is required before an account can be opened and service started. When the customer moves out, any balance due will be deducted from the deposit and any remaining amount will be refunded to the customer.

One-time New Customer Fee

A one-time fee of \$17.50 will be charged on the first month's bill.

Transfer Fee

If a request is submitted to the City to transfer an account to a different address within the City, the customer shall pay a one-time fee of \$35.00.

Payment Methods

Payments can be made by cash, check or credit/debit card in person or at the drive-in window. Payments can also be made with a credit/debit card over the phone. Credit and Debit cards are subject to a 3% processing fee.

There is also a bank draft program which allows payments to be automatically deducted from a customer's bank account around the 15th of each month. A bank draft application and a voided check are required for set up in the program.

Due Dates

Customers will receive a bill around the 1st of each month and the balance is due on the 15th of each month. After the 15th, each account will be subject to a 10% late fee. Customers with a balance after the 15th will receive a past due reminder and notice of a disconnection date usually at the end of the month. The past due amount must be paid before the date indicated on the notice in order to avoid service interruption.

Disconnection for Non-Payment

If service has been disconnected for non-payment, a lock out tag will be placed on the meter. Once this has been done, the bill must be paid in full in addition to a \$50.00 reconnection fee before service can be restored.

If the lock out tag is removed by the customer or tampered with, a padlock will be placed on the meter and a \$75.00 tampering fee will be due before service can be restored.

Habitual Delinquency

Customers who incur reconnect fees or NSF fees three (3) times in a twelve-month period are considered to be habitual delinquent and will be required to pay a deposit two (2) times their annual monthly billing (rounded to the nearest ten dollars).

Returned Checks or Bank Drafts

If a check is returned for non-sufficient funds, the customer will be notified by letter and their service is subject to disconnection for non-payment. The customer will also be charged a \$35.00 NSF fee and will no longer be able to pay with a check.

If a customer pays each month using the bank draft program and the City receives notice that there were not sufficient funds to cover their drafted payment, the customer will also be charged a \$35.00 NSF fee and will be removed from the bank draft program.

Adjustment for Leaks

Any customer who requests an adjustment due to a water leak shall present to the City documents (plumbers invoice) to substantiate that a water leak has occurred. The City may adjust the account as described below:

1. A six-month average shall be determined for the base amount owed.
2. Subtract the averaged amount from the total amount due on the bill with the leak.
3. The remainder will be split in half. One half will be adjusted off by the City and the other half will be charged to the customer at the current water purchase rate.

Meter Test

If a customer complains of the charges for water supplied and demands that the meter on their premises will be tested, the City will remove and test the meter. If it is found the meter does not register in error more than 2% fast, the customer shall pay a minimum of \$35.00.

I have read, understand and agree to comply with the City of Alvord's Payment Policy:

Customer Signature	Printed Name	Date
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WATER RATES

RESIDENTIAL

Inside City Limits	\$30.31 up to 2000 gallons \$6.18 every 1000 gallons after
Outside City Limits	\$51.38 up to 2000 gallons \$9.30 every 1000 gallons after

COMMERCIAL

Inside City Limits	\$32.34 up to 2000 gallons \$6.81 every 1000 gallons after
Outside City Limits	\$55.52 up to 2000 gallons \$10.23 every 1000 gallons after

***Bulk Water** **\$40.00 base + \$9.00 per 1000 gallons**

SEWER RATES

RESIDENTIAL

Inside City Limits	\$26.66 up to 2000 gallons of water usage \$3.50 every 1000 gallons of water usage after
Outside City Limits	\$40.00 up to 2000 gallons of water usage \$4.50 every 1000 gallons of water usage after

COMMERCIAL

Inside City Limits	\$21.50 up to 2000 gallons of water usage \$3.70 every 1000 gallons of water usage after
Outside City Limits	\$42.00 up to 2000 gallons of water usage \$5.00 every 1000 gallons of water usage after

GARBAGE PICK UP IS ON WEDNESDAY!!!

- You will automatically be charged **\$16.19** for garbage service and supplied with a 90 gallon green polycart – the charge for this will appear on your monthly water bill
- Additional polycart service is **\$3.19** per container – please call the City to order additional polycarts if needed – delivery usually takes 7-10 days
- Commercial accounts will be charged **\$23.88** per month per cart
- ***PLEASE BE SURE*** that the polycart is facing the road so that the arm on the truck can pick it up easily
- Bulk items will be picked up on Fridays but you must call first on the Thursday before by 4:00 p.m. to have your name added to the list of pick up requests for the next day – there is no charge for this service. The number to call for bulk item pick up requests is 1-877-592-5030
- If needed, Friday bulk item pick up **does** include brush or tree limbs but they must be no more than 4 feet in length and bundled – these items must be requested for pick up also on the Thursday before
- **Brush and tree limbs** can be brought to the City’s water treatment plant for disposal at no cost. This is done by appointment only by calling (940) 427-5916 and proof of residency will be required when arriving at the plant. The City’s trash service provider, Waste Connections, will also pick up brush that is bundled and no longer than 4’ long. Please call and arrange a pickup with them at (877) 592-5030.