

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



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

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**CITY OF POTH**  
**APPLICATION FOR SERVICE**  
(Residential)

*\*Valid ID and Mailing address required in order to process application*

**APPLICANT:** \_\_\_\_\_

Picture ID: DL \_\_\_\_\_ (or) ID \_\_\_\_\_ # \_\_\_\_\_

Hm# \_\_\_\_\_ Cell# \_\_\_\_\_ Wk# \_\_\_\_\_

Email: \_\_\_\_\_

Marital Status: Married \_\_\_\_\_ Single \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Employment Address: \_\_\_\_\_

**CO-APPLICANT:** \_\_\_\_\_

Picture ID: (Type) \_\_\_\_\_ # \_\_\_\_\_

Hm# \_\_\_\_\_ Cell# \_\_\_\_\_ Wk# \_\_\_\_\_

Email: \_\_\_\_\_

Marital Status: Married \_\_\_\_\_ Single \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Employment Address: \_\_\_\_\_

**Mailing address:** \_\_\_\_\_

(For billing purposes)

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

**Names of Persons in Household:**

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

4. \_\_\_\_\_  
5. \_\_\_\_\_  
6. \_\_\_\_\_

**Do you own home?** \_\_\_\_\_

**Are you renting?** \_\_\_\_\_

**If yes:**                      **Landlord Name:** \_\_\_\_\_

**Contact #:** \_\_\_\_\_

I fully understand that services per request shall be denied to me if person or persons stated on service application have an outstanding debt/account with the said City of Poth. The outstanding debt must be paid prior to service connection.

I also fully understand that the services requested by me shall be billed to me at the address which I have listed above. Such bill shall be paid in full by the 17<sup>th</sup> day of each month. If payment is not received by the City of Poth by such date an additional 10% penalty will be incurred. 10 additional days will be allowed if payment is not received by the 17<sup>th</sup>, my service will then be subject to/and shall be disconnected until payment is made in full. Such payment shall be inclusive of all penalties and any additional charges which have been incurred per the disconnection of my service. In addition, if payment by check or money order is not honored, my account will be considered unpaid and services will again be subject to/and shall be disconnected for non-payment.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**City Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*NON-REFUNDABLE FEES (Not a deposit)**

\$75.00 Acct Set Up

\$15.00 Service Fee

# CITY OF POTH

## SERVICE AGREEMENT

- I. **PURPOSE:** The City of Poth 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 City of Poth 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 installation or repair of plumbing at any connection which provides water for human use.
  - F. **SERVICE AGREEMENT:** The following are the terms of the service agreement between the City of Poth (the Water System) and customer  
\_\_\_\_\_  
(Applicant) (Co-applicant)
  - G. 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.

- H. 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.
  - I. The Water System shall notify the Customer in writing of any cross-connections or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
  - J. The Customer shall immediately remove or adequately isolate any potential cross-connection or other potential contamination hazards on his premises.
  - K. 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.
- III. **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.

APPLICANT SIGNATURE: \_\_\_\_\_

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

CO-APPLICANT SIGNATURE: \_\_\_\_\_

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

**CITY OF POTH  
P.O. BOX 579  
200 N. CARROLL ST.  
POTH, TX 78147  
830-484-2111**

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**UTILITY COLLECTION PROCEDURES  
RULES AND REGULATIONS**

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I, the undersigned, have received a copy of the City of Poth Utility collection Procedures, Rules and Regulations on \_\_\_\_\_.  
(Date)

I further understand to abide by these procedures and I am responsible for any bills, fees or obligations that are under policy for my account.

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Co-Applicant

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Witness

**CITY OF POTH  
P.O. BOX 579  
200 N. CARROLL ST.  
POTH, TX 78147  
830-484-2111**

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## **UTILITY COLLECTION PROCEDURES RULES AND REGULATIONS**

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### **Utility Billing – Procedures**

Bills are mailed by the 1<sup>st</sup> of each month; payment is due by the 17<sup>th</sup> or in the case of weekends, the following Monday or next regular working day. All three services including water, sewer and refuse will be billed together under a customer account and be paid in a timely manner as established by these regulations to be current. As per Ordinance, all three services will be BILLED and in the case of a vacant lot, only water will be billed with NO EXCEPTIONS being made as long as the water service is being provided.

### **Receipt of Payment/Late Payment Charge**

Payments made after the 17<sup>th</sup> of each month will be subject to a 10% Late Payment Charge and will be applied automatically to the total amount due. Payments must be received at City Hall prior to or on the day of the 17<sup>th</sup>.

### **Termination Notices/Disconnects**

Termination notices are sent out by the 18<sup>th</sup> of each month or next regular working day providing the customer sufficient notice of disconnect on the determined final date which will be the 27<sup>th</sup> of each month or in the case of weekends, the following Monday or next regular working day.

Disconnects for the month will be made on the 28<sup>st</sup> or next regular working day in the case of weekends.

### **Partial Payments**

Partial payments will not be accepted on current or delinquents bills.

### **Payment Extensions**

Payment extensions for current bills due will be granted for the 17<sup>th</sup> of the following month at which time customer agrees to pay entire balance due on account, both current and delinquent. Not further extensions will be granted after the services have been disconnected until full payment has been collected. Failure to pay by the 17<sup>th</sup> will result in disconnection of services and a \$30.00 reconnect fee will be automatically collected at the time of payment. A \$15.00 fee will be collected at the time of extension must be obtained by account holder or spouse in person at City Hall.

NO EXCEPTIONS!

### **Meter Account Set-up Fee**

A meter account set-up fee of \$75.00 per ¾" meter must be paid in full prior to services being activated. This is ***not a meter deposit and is not refundable***. (Ref.: Rate Ordinance for larger meters)

### **Service Charge/Fee**

A service charge/fee of \$15.00 per meter account must be paid at time service is activated.

### **Reconnect Fees**

Accounts that have been disconnected due to being in delinquent status have to pay an automatic \$30.00 fee to have the meter reconnected in addition to regular service charges already owed and must be paid prior to the reconnect of such service. (\* After 4:00 P.M. an additional after hour fee of \$50.00 will be added to reconnect service)

### **Transfer Fees**

A \$30.00 transfer fee is due when a customer account is moved to a different address/location, customer to customer transfers are not allowed. Fee CANNOT be applied to next regular bill and is due at the time of request for transfer. Any person, firm or corporation owing for water use and moving to other premises shall pay all former delinquencies before service is transferred. Accounts can be left open after transfer for a period of no longer than five (5) calendar days from the date of request in the cases of moving out or for cleaning purposes. No customer can have two (2) open accounts without paying the proper connection fees for each meter after this time.

### **Return Checks**

A \$35.00 fee will be charged automatically to all returned checks. All checks will be run through the financial institution only once. Upon return of financial document, your account will be considered unpaid and service subject to/and shall be disconnected for non-payment. Account balance and all incurred fees shall be paid in full prior to reconnection of service. Also any customer with a total of three returned checks at any time during the duration of their account with the City will be required to pay in cash, money order or cashier's check for future services and no further checks will be accepted. In addition, checks will not be accepted for returned checks, only cash, money order or cashier's check.

### **Weekend or After Hours Service**

Weekend service will not be provided in any case unless for emergency, safety or leak situations under normal operations procedures. Service connects or delinquent reconnects will not in any case be provided to any customer account as a normal operating policy. All employees are prohibited to perform any such services regardless of situation that may arise or the person requesting such services.

### **Authority to Reconnect or Connect Services**

It is the policy of the City of Poth to disallow any requests or orders made by the Mayor City Council Members, City Officials or Supervisor or Regular Employees not in accordance with the normal established rules in the operation, billing or collections of utilities. All matters relating to the utility systems under this method of operation in the billing, collections and the provision of service must be properly authorized by the issuance of a work order from the Utility Department office and collection of full payment has been secured in order that adequate control is maintained in the public service.

### **City's Address, Phone Number and Fax Number**

City of Poth  
P.O. Box 579  
200 N. Carroll St.  
Poth, TX 78147  
830-484-2111 Office  
830-484-2374 Fax

The City of Poth Utility Collection Procedures Rules and Regulations are in addition to and in compliance to City of Poth Water Ordinance and Rates Ordinance