**City of Queen City Water Department**

**New Account Information**

**Residential**

**Customer Name: \_\_**enter full name here**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Service Address:**  enter property address**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Billing Address: \_**enter billing address.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Driver License or Picture Id Numbers:**

**Yours \_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Spouse \_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Home or Cell Phone Contact Number:**

**\_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_\_\_\_\_\* required**

**\_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_\_\_\_\_\* required**

**Email address \_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_**

**Email address \_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_**

**Place of Employment, Address and Phone Number**

**Yours: \_**Click or tap here to enter text.**\_\_\_**

**\_**Click or tap here to enter text.**\_\_\_**

**\_**Click or tap here to enter text.**\_\_\_**

**Spouse:** Click or tap here to enter text.**\_\_\_\_**

**\_\_**Click or tap here to enter text.**\_\_**

**\_\_**Click or tap here to enter text.**\_\_**

**Nearest relative NOT living with you:**

**Name:** Click or tap here to enter text.**\_\_\_\_\_\_\_\_**

**Address:** Click or tap here to enter text.**\_\_\_\_\_\_\_\_**

Click or tap here to enter text.**\_\_\_\_\_\_\_\_**

**Phone: \_**Click or tap here to enter text.**\_\_\_\_\_\_\_\_ \* required**

**Your utility bill account information is considered a public record under the Texas Public Information Act. However, a state law, (Texas Utilities Code, Subchapter B 182.052) allows residential water customers to request that personal information and any information relating to water usage, billing amounts and payment records be kept confidential. Personal information is defined as your address, telephone number, driver license and email address.**

**DISCLOSURE OF ADDRESS, TELEPHONE NUMBER, EMAIL**

**I ELECT TO MAKE PUBLIC YES \_\_**

**I ELECT NOT TO MAKE PUBLIC NO \_\_\_**

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date** Click or tap to enter a date.**\_**

**Office only**

**Account # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Meter id \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Read seq \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Route \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Rate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ reading \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**City of Queen City, Texas**

**Water Department Billing & Collection Policy**

**The City of Queen City sends out bills approximately the 30th of each month.**

**Bills are due on the 15th of each month.**

**Bills paid after the 15th a 10% late fee will be added to your bill.**

**Bills not paid by 8:00 am on the 25th of the month will be placed on the disconnect list and $50.00 will be added to your bill. This $50.00**

**fee must be paid in full along with amount of bill before service is restored if disconnected.**

**We suggest that you have a responsible person on location when a new service is turned on.**

**When the billing of an account is disputed by the customer and a re-read of the meter is requested, the customer is liable for a $25.00 fee if the reading is found to be accurate. This fee will be on the following month’s bill.**

**The Customer shall have sole responsibility for safeguarding the water meter on his/her property. Should the water meter be damaged in any way, the Customer may be charged the price of a new meter, plus an amount equal to the cost of one hour’s wages required to replace the meter.**

**If you have any questions regarding the Policy or Billing, you can contact us at (903) 796-796-7986 ext. 1 or email** [**queencitywaterworks@gmail.com**](mailto:queencitywaterworks@gmail.com)

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date** Click or tap to enter a date.**\_**

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date** Click or tap to enter a date.**\_**

**Queen City Waterworks**

**Service Agreement**

1. **Purpose: The Queen City Waterworks is responsible for protecting the drinking 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 protection. The utility enforces these restrictions to ensure public health and welfare. All customers must sign this agreement before the Queen City Waterworks begins 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.**
2. **Plumbing Restrictions: The following unacceptable plumbing practices are prohibited by State regulations.**
3. **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.**
4. **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.**
5. **No connection which allows water to be public drinking water supply is permitted.**
6. **No pipe or pipe fitting 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.**
7. **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.**
8. **Service Agreement: The following are the terms of the service agreement between Queen City Waterworks and the customer.**
9. **Queen City Waterworks will maintain a copy of this agreement as long as the customer and/or the premises is connected to the Water System.**
10. **The customer shall allow their property to be inspected for possible cross-connections and other unacceptable plumbing practices. 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 unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System’s normal business hours.**
11. **The water system shall notify the customer in writing of any cross-connections or other unacceptable plumbing practices which has been identified during the initial inspection or the periodic re-inspection.**
12. **The customer shall immediately correct an unacceptable plumbing practice on his premises.**
13. **The customer shall, at his expense, properly install, test, a backflow prevention**

**Device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.**

1. **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.**

**Customer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_Date** Click or tap to enter a date.