# CITY OF QUEEN CITY WATER DEPARTMENT

**NEW ACCOUNT INFORMATION**

SERVICE ADDRESS **Click or tap here to enter text.**

CUSTOMER NAME **Click or tap here to enter text.**

BILLING ADDRESS **Click or tap here to enter text.**

DRIVER’S LICENSE OR PICTURE ID NUMBERS

YOURS **Click or tap here to enter text.**

SPOUSE **Click or tap here to enter text.**

HOME/ CONTACT PHONE NUMBER

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

EMAIL **Click or tap here to enter text.**

PLACE OF EMPLOYMENT, ADDRESS AND PHONE NUMBER

YOURS **Click or tap here to enter text.**

SPOUSE **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.**

PHONE **Click or tap here to enter text.**

**Your utility bill account information is considered 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’s number, email**.

DISCLOSURE OF ADDRESS, TELEPHONE NUMBER, EMAIL

I ELECT TO MAKE PUBLIC. YES Click or tap here to enter text.

I ELECT **NOT** TO MAKE PUBLIC. NO **Click or tap here to enter text.**

SIGNATUREClick or tap here to enter text. DATEClick or tap here to enter text.

**PLEASE EMAIL THIS PAPERWORK, A PICTURE OF YOUR ID AND LEASE AGREEMENT TO:** [**queencitywaterworks@gmail.com**](mailto:queencitywaterworks@gmail.com)

**WE WILL MAIL YOU A RECEIPT WITHIN 7 TO 10 BUSINESS DAYS**

**CALL 903-796-7986 ext#1 FOR THE AMOUNT OF THE DEPOSIT**

**(THE DEPOSIT IS A YEARLY AVERAGE X2 FOR THE ADDRESS)**

# **CITY OF QUEEN CITY, TEXAS**

**WATER DEPARTMENT BILLING & COLLECTION POLICY**

**The City of Queen City will bill your account approximately the 30th of each month.**

**Payment are due on the 15th of each month, and if if not paid by that date a (10%) Penalty will be added.**

**Accounts that are not paid in full by the due date (15th) of each month will be subject to disconnection. Your account will be placed on th Disconnect list if the bill is not paid by 3 pm on the 25th of the month. If your account is placed on the list there will be an additional $30.00 added to your balance.**

**If your account is disconnected, a reconnect fee of $50.00, a deposit increase of $50.00 and balance due must be paid in full before service is restored.**

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

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

**There will be a minimum water and sewer bill based on 2,000 gallons of water usage.**

**The customer shall have sole responsibility for safeguarding the water meter on his/her premises. Should the water meter be damaged in any way, the customer may be charged for 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 call (903)796-7986 ext#1 or email queencitywaterworks@gmail.com**

**Customer Signature** Click or tap here to enter text. **Date** Click or tap here to enter text.

**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 this protection. The utility enforces these these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Queen City Waterworks 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.**
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.**

1. **No connection which allows water to be public drinking water supply is permitted.**
2. **No pipe or pipe fitting which contains more than .25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.**
3. **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.**
4. **SERVICE AGREEMENT: The following are the terms of the service agreement between the Queen City Waterworks and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Customer).**
5. **The 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.**
6. **The Customer shall allow his/or her 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.**
7. **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.**
8. **The Customer shall immediately correct any unacceptable plumbing practice on his premises.**
9. **The Customer shall, at his expense, properly install, test, and backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.**
10. **ENFORCEMENT: If the Customer fails to comply with the of 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:** Click or tap here to enter text. **Date** Click or tap here to enter text.