



CITY OF ROYSE CITY CHECK LIST

FOR HOMEOWNER AND RENTER ACCOUNTS TO ESTABLISH RESIDENTIAL UTILITIES
H2O-Sewer-Trash Service

Please complete the check list below and return with the required paperwork.

Application:

___ Fill out application in its entirety.

Identification:

___ A copy of a valid government issued ID must be provided.

Property Use: Provide one of the following:

___ Rent: Signed lease agreement. Name on the lease must match the name on the application and ID.

___ Own: Proof of ownership; notarized warranty deed, signed closing disclosure from closing packet or CAD printed info.
Name must match the name on the application and ID.

Security Deposit:

\$175.00

Once all the necessary documents have been received you will be emailed with an account and pin number with instruction on how to go online to pay the security deposit.

Documents may be mailed, emailed or faxed.

Mail: City of Royse City Utility Department

PO BOX 638

Royse City, TX. 75189

EMAIL: utilities@roysecity.com

FAX: 972-635-2319



APPLICATION FOR RESIDENTIAL UTILITY SERVICE
WATER-SEWER-TRASH

P.O. Box 638, 100 W Main Street, Royse City, TX 75189
Phone: 972-636-2250 option 3, Fax: 972-635-2319
Email: utilities@roysecity.com

Notice: This application is a government record, as defined by the Texas penal code, Section 37.01. Making a false entry in a government record is a criminal offense. This form will not be considered a viable application for city utilities unless the form has been completed in its entirety, every blank must be completed. All city utility applications and accounts shall bear the name and signature of the individual accepting the responsibility of the account and security deposit.

Name: _____ Service Request Date: _____

Service Address: _____

Mailing Address(if different): _____

DL #: _____ State: _____ Date of Birth: _____

Social Security #: _____

Cell #: _____ Alternate # : _____ Work #: _____

Email: _____ Bill Type: _____ Mail _____ Email _____ Both (preferred)

Co-Applicant: _____ Cell #: _____

DL #: _____ State: _____ Date of Birth: _____

Social Security # _____ Email: _____

PROPERTY USE: Check One

_____ Rent (Must provide Landlords name and phone number.)

Landlord's Name: _____ Phone #: _____

_____ Owner-Will occupy the home.

_____ Owner-Will be leasing the home to a tenant.

SANITATION:

Number of Trash Carts Needed: _____ Number of Recycle Carts Needed: _____

Please note one (1) trash and recycle cart is provided with the account at no additional charge.

If you require an additional trash or recycle cart(s) an additional fee per container will be added to your monthly bill.

Check all that apply to the home: ___ Sprinkler System ___ Pool ___ None

I acknowledge water service will be turned on at the above property. I will not hold the City of Royse City responsible for any property damage due to the water being turned on without my presence. I acknowledge if the meter shows water usage, it will be turned off and my presence will be required for connection of service.

Signature of Applicant: _____ Date: _____

Signature of Co-Applicant: _____ Date: _____

OFFICE USE ONLY: Account #: _____ Pin #: _____ Inside/Outside CL _____

CHG Bill Type: _____ Check SVC: _____ Enter Authorize Persons: _____ Enter Comments: _____ IRIS Update: _____ Scan Docs: _____

Email/Handout Welcome packet: _____

Table with 3 columns: Notes, TRASH SERVICES, RECYCLE SERVICES. Rows include fields for New Build, Add Cart, and Added to Log.

CITY OF ROYSE CITY

Service Agreement

- I. Purpose.** The City of Royse City 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 these restrictions to ensure public health and welfare. Each customer must sign this agreement before the City of Royse City 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 unacceptable 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 that 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 that provides water for human use.
 - E.** No solder or flux that contains more than 0.2% of lead can be used for the installation or repair of plumbing at any connections that provides water for human use.
- III. Service Agreement.**
- The following are the terms of the service agreement required by the City of Royse City.
- A.** The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
 - B.** The Customer shall allow his/her property to be inspected for possible cross-connection 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 inspection 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 unacceptable plumbing practice that has been identified during the initial inspection or the periodic re-inspection.
 - D.** The Customer shall immediately correct any unacceptable 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. Enforcement.**
- By signing this agreement you agree to all terms and conditions listed in the agreement. If you fail 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 Signature: _____ Date: _____

CITY OF ROYSE CITY
Account Privacy Agreement

The City of Royse City is a government operated utility. Your account information is considered public record under the Texas Public Information Act.

The Texas Utility Code, Chapter 182.052 allows a customer's account information confidential except to:

- 1) An official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity.
- 2) An employee of a utility acting in connection with the employee's duties.
- 3) A consumer reporting agency.
- 4) A contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States.
- 5) A person for whom the customer has contractually waived confidentiality for personal information.
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

AUTHORIZATION FOR CONFIDENTIALITY REQUEST:

I understand my account information is considered public record and I have the right to request my personal account information and any information relating to the volume or units of utility usage or the amount billed to be kept confidential.

PLEASE CHECK ONE:

- I request my account information kept confidential with the exception of the authorize person(s) listed below.
- I authorize any and all account information to be released up on request.

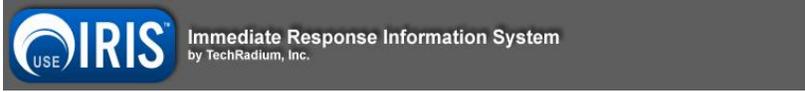
You may rescind your request for confidentiality upon a written request to the Water Department.

Applicants Signature

Date

The following people are authorized to receive my account information:

<u>Name</u>	<u>Relationship</u>	<u>Phone Number</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____



The City of Royse City participates in the Immediate Response Information System. (IRIS)
 This system allows the city to send mass notifications for both Emergency and Non-Emergency situations. It has the ability to broadcast notifications through multiple forms of communication to hundreds of thousands of residents quickly. All information contained herein shall remain confidential.

CONTACTS & TELEPHONE NUMBERS

Name	
Address	
Phone #1	Text: <input type="checkbox"/> Yes <input type="checkbox"/> No
Phone #2	Text: <input type="checkbox"/> Yes <input type="checkbox"/> No
Phone #3	Text: <input type="checkbox"/> Yes <input type="checkbox"/> No
Email Address #1	
Email Address #2	
Subdivision	
New or Update Info	
Date:	

Sec. 13.03.005 Emergency Notification Fee

An annual emergency notification fee not to exceed three dollars and fifty cents (\$3.50) shall be imposed on all utility accounts. (Ordinance 10-07-787 adopted 7/13/10)

<u>***OFFICE USE ONLY***</u>	
<input type="checkbox"/>	Removed previous owner/renter
<input type="checkbox"/>	Change/Update user type
<input type="checkbox"/>	Entered Local ID and User Type: Custom 1

HOUSEWARMERS

DATE:	PHONE#:
NAME:	EMAIL:
ADDRESS:	INTEREST/HOBBIES?:
SUBDIVISION:	COMMENTS?:

We would like to come by and give you a BIG welcome to our Wonderful Town!

Your gift bag will be personally delivered to your doorstep and filled with valuable offers from local merchants and provide you with a preferred medical/professional directory!

Questions?

Call Blair & Mary Johnson
Franchise Owners
Housewarmers of Royse City
469-387-9620