



APPLICATION FOR RESIDENTIAL UTILITY SERVICE

P.O. Box 638, 305 N. Arch, Royse City, TX 75189

Phone: 972-636-2250, 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 accounts shall bear the name of the individual accepting the responsibility of the deposit and certificate of occupancy. This form must be signed and dated by the individual accepting the responsibility for the utility deposit and the certificate occupancy.

Service Request Date: _____ Account #: _____

Name: _____

Service Address: _____

Mailing Address(if different): _____

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

Social Security #: _____ Tax ID #: _____ (if applicable)

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 copy of signed lease agreement)

Landlord's Name: _____ Phone #: _____

Own (Must provide copy of signed closing documents)

Management/Landlord Account

For corporation accounts, the following must be provided:

1. Copy of TAX ID certificate OR the SS-4 IRS letter assigning the company the EIN # .
The W-9 form is not accepted.
2. Proof of ownership for the property or management agreement.

SANITATION: (Excludes Verandah Phase I and II)

Number of Trash Toters Needed: _____ Number of Recycle Bins Needed: _____

Please note one (1) trash container and recycle bin is provided with the account at no additional charge. If you require additional trash containers a charge of \$4.20 per additional container will be added to your monthly bill.

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 back off and my presence will be required for connection of service.

Signature of Applicant: _____ Date: _____

Signature of Co-Applicant: _____ Date: _____

OFFICE USE ONLY:	CHG Bill Type: _____	Check Services: _____	Scan Document: _____
UTILITY RELEASES:	HO INSPECTION:	TRASH SERVICES (Add to log):	
Oncor#: _____ Type: _____ Agent: _____	Date: _____	New Build: _____	
F.E.C. : Emailed: _____ Time: _____	Time Frame: _____	Additional Tote: _____	
Atmos#: _____ Time: _____ Agent: _____	Calander: _____	Remove Extra Tote: _____	

CITY OF ROYSE CITY

OFFICE INFORMATION CONTACTS

OFFICE CONTACTS:

BUSINESS NAME: _____

OWNER: _____ PHONE/EXT: _____

EMAIL ADDRESS: _____ PHONE: _____

OFFICE MANAGER: _____ PHONE/EXT: _____

EMAIL ADDRESS: _____ FAX: _____

ACCOUNTS PAYABLE: _____ PHONE/EXT: _____

EMAIL ADDRESS: _____ FAX: _____

ADDITIONAL CONTACTS:

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

The above personnel have authority to discuss account information with the City of Royse City.
I understand it is my responsibility to update information as needed.

Print Name: _____

Signature: _____

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>Last 4-digits of phone number</u>
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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: _____

HOME OCCUPANCY INSPECTION

The Home Occupancy (HO) inspection is required per city ordinance 06-12-541 for all pre-existing homes inside the city limits of Roysse City when any home changes occupants. Inspection is performed by the City Fire Inspector to check the electrical in the home to ensure it meets city code. Inspection will be scheduled at time of the utility account set up.

The HO inspection fee is a \$75.00 non-refundable fee.

Inspection fee includes initial inspection and one re-inspect if needed. Any missed appointments will be considered as a scheduled inspection. If a 3rd appointment is necessary the account will be charged an additional \$75.00 re-inspect fee. The HO inspection is valid 60 days after the inspection passes. After 60 days a new inspection will be required

Please ensure you have established electric service. Inspection cannot be completed if the home does not have electricity.

The inspection will be scheduled on the next available appointment with the Fire Inspector.

Please assign an account manager from your company for communications for this account.

*****REQUIRED*****

Account Manager: _____

Direct Phone Number (not a generic # to the company): _____ EXT _____

Direct Email (not a generic email address): _____

Lockbox code: _____

Location of Lockbox : _____

Is home ready for inspection to be scheduled? _____ Yes _____ No

Once the inspection is complete an email of the report will be sent to the account manager.

If the inspection has failed the account manager will need to schedule a re-inspect within 14 days of the original inspection with all repairs completed.

If a third inspection is required, the utility account will be charged an additional \$75.00 fee.

A tenant will not be able to take possession of the home until the inspection has passed. The inspection will expire 60 days after the inspection if a new occupant has not taken possession of the home.