

**ZAVALLA WATER DEPARTMENT
242 EAST MAIN STREET
ZAVALLA, TEXAS 75980
P (936)897-3311 F (936)897-8032**

UTILITY SERVICE APPLICATION

Date: _____ Phone Number: _____
Applicant's name or Business name: _____
Applicant's DOB: _____ SS# _____
DL/ID # _____ State: _____
Service Address: _____, Zavalla, Texas 75980
_____ Rent _____ Own
Landlord name if renting: _____ Phone #: _____
Mailing Address if different from Service Address:
Street: _____ State: _____ Zip _____

APPLICATION FEES:

WATER OR SEWER SERVICE ONLY

DEPOSIT-----\$50.00
CONNECTION FEE----\$50.00
TOTAL DUE-----\$100.00

WATER AND SEWER SERVICE

DEPOSIT-----\$100.00
CONNECTION FEE----\$100.00
TOTAL DUE-----\$200.00

Deposits will be refunded when the account is closed and paid in full. The connection fee is NOT REFUNDABLE. Both amounts must be paid in full before service is connected for the first time. This also certifies that I have been given a list of utility rules and regulations of the Zavalla Water Department as adopted by the Zavalla City Council.

Customer Signature

Date

OFFICE USE ONLY

Utility Representative Signature

Date Turned on

Receipt # _____

Meter Reading: _____

CITY OF ZAVALLA

RULES AND REGULATIONS OF THE ZAVALLA WATER/SEWER DEPARTMENT

1. One meter per household or business allowed. No dual connections. If a City official discovers that more than one home or business are on the same meter, the Customer will be notified by certified mail and will be given 30 days to come in compliance.
2. All Customers must pay a deposit and connection fee as listed below:

Water Only	Water and Sewer
Deposit-----\$50.00	Deposit-----\$100.00
Connection Fee----\$50.00	Connection Fee---\$100.00

*****THE DEPOSIT WILL BE REFUNDED WHEN THE ACCOUNT IS CLOSED AND PAID IN FULL. THE CONNECTION FEE IS NON REFUNDABLE******

3. All meters will be read as close to the 19th and 20th of each month as possible. All bills are due by the 10th of each month.
4. Termination notices will be mailed out on the 11th and the water will be disconnected on the 21st of each month. Water will never be terminated on a Friday or the day before a holiday. **If water is terminated, the balance must be paid in full plus a \$50.00 reconnect fee which also must be paid before the water meter will be unlocked. No water that is disconnected for non-payment will be reconnected after 3:00 p.m.**
5. **Tap Fees** are \$400.00 plus a \$50.00 deposit for water. Tap fees for sewer are \$200.00 plus cost, plus a \$50.00 deposit. All taps will be installed by a City Employee or the City's contractor. A Customer may not put their own tap in. One tap per each fee paid. The deposit and tap fee are required before a tap is installed. The meter, meter box, and any other item necessary to install the tap is furnished and maintained by the City.
6. **Transfer Fees** are \$20.00 and will be added to the Customer's bill. This is only for service address transfers. This does not apply to switching your account into someone else's name. (They will be considered a new Customer and need to pay a deposit and connect fee).
7. **Leaks and Sewer Backups** are the City's responsibility from the water meter to the main lines. Any problems with the water or sewer on the Customer's side of the meter or tap to the house/business is the Customer's responsibility. Customers are responsible for caps on the sewer clean outs. Periodically, City workers will inspect to see that all sewer clean outs have caps. If they are not covered, the sewer department will replace the cap and the cost of the cap will be charged to the Customer.
8. **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-connections 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 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 0.25% 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 the installation or repair of plumbing at any connection which provides water for human use.
9. **SERVICE AGREEMENT.** Terms of the service agreement are between the City of Zavalla and the Customer.
 - a. The city of Zavalla will maintain a copy of this agreement as long as the Customer and/ or the premises is connected to the City of Zavalla's Water System.

- b. 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 City of Zavalla 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 City of Zavalla's normal business hours.
 - c. The City of Zavalla shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
 - d. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazard 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 provide to the Water system.
- 10. Vacation Rate** is \$26.00 a month. You must not use any water while you are on vacation rate. If you lock out or unlock during a billing period you will be billed the full amount for the billing period. This will eliminate a reconnect fee.
- 11. Enforcement.** If the Customer fails to comply with the terms of this Service-Agreement, the City of Zavalla 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.
- 12. Office Hours** are Monday through Friday 8:00am to 4:30pm. Maintenance hours are from 7:00am to 3:30pm, Monday through Friday unless an emergency or problem arose, which could require earlier or later hours.

OFFICE # 936-897-3311

AFTER HOURS EMERGENCY # 936-208-7575

By signing below, I agree that I have read and been given a copy of the rules and regulations and understand them.

Customer Signature

Date

Account #

City of Zavalla- Water and Sewer Department
242 East Main Street
Zavalla, Texas 75980
P: (936)897-3311
F: (936)897-8032

City of Zavalla Water/Sewer Department
Authorization Agreement for Direct Payment (ACH)

I authorize the City of Zavalla Water/Sewer Department to automatically withdraw funds from my checking account named below, and financial institution named below to pay my utility bills directly to the City of Zavalla Water/Sewer Department. I require no additional notices prior to action being taken on the authorization.

PLEASE PRINT

Customer Information:

Customer Account #: _____ Phone #: _____
Service Address: _____
Name(s) on Account: _____ Email Address: _____

Bank Account Information:

Bank Name: _____
Bank Address: _____ City _____ State _____ Zip _____
Routing # (9 digits preceding account number): _____
Bank Account #: _____
The **MAX** Amount I will allow to be taken out of my account: \$ _____

This authorization is to remain in full force and effect until the City of Zavalla Water/Sewer Department has received written notification from me of its termination in such manner as to afford the City of Zavalla Water Department a reasonable opportunity to act on it.

The Water/Sewer Department will terminate this agreement upon receipt of a request for a final bill or notification from the bank of insufficient funds or reversal due to customer account changes. If the bank notifies the Water/Sewer Department of insufficient funds or a reversal your water/sewer service account will be charged the current Returned Item Fee of \$35.00 plus any late fees as applicable.

Customer Signature: _____ Date: _____
Utility Representative: _____ Date Rcvd: _____

PLEASE ATTACH A VOIDED CHECK FROM THE ACCOUNT IDENTIFIED ABOVE

City of Zavalla- Water and Sewer Department

242 East Main Street

Zavalla, Texas 75980

P: (936)897-3311

F: (936)897-8032

Direct ACH Debit Information

The City of Zavalla Water and Sewer Department now offers ACH (automatic clearing house) withdrawal to our customers. There is no cost to apply and no additional fee to you for this service.

This method of payment automatically pays your utility bill (water/sewer) directly from your bank account without the use of paper checks. After signing up for this payment option you will continue to receive a utility bill, but the payment of your bill will be handled automatically. Payment will be deducted from your bank account on the 5th of every month you receive your bill. You will also be able to write on the form the maximum amount of money allowed to be deducted from your account by the department.

- If you wish to enroll, complete the authorization form (on the back of this page), enclose a voided check, and mail the form and voided check to:
City of Zavalla Water/Sewer Department
242 East Main Street
Zavalla, Texas 75980
- You will continue to receive a utility bill which will reflect the amount due and the due date when your account will be debited.
- If your payment is dishonored or returned the amount of payment plus the normal returned item fee (NSF) in the amount of \$35.00 and any applicable late charges will be added to your account.
- The ACH debit will remain in effect until one of the following occurs:
 - a) You cancel your direct authorization by notifying us in **writing** at least two weeks prior to the next billing date.
 - b) A request for a final bill is received by our office. ACH debit cannot be used for final bills.
 - c) We receive notice from the bank of insufficient funds
 - d) We receive notice from the bank of customer account changes such as an account is closed.

Please retain a copy of your signed application for your records. Should you have any questions regarding the direct debit program, please contact our office at (936)897-3311 between 8am-4:30pm.

Regards,
Zavalla Water Department