



NEW RESIDENTIAL UTILITY SERVICE APPLICATION

Service Address:

Include Zip Code _____

Service Start Date:

No Connects on weekends or Holidays _____

Name: _____
 (Last) (First) (MI)

Mailing Address: _____
 (If Different Than Service Address) (Street) (City) (State) (Zip Code)

Can This Phone Receive Text?

Y N

DL # or ID # _____ SS # _____ - _____ - _____ Phone # _____

E-mail: _____ DOB: _____

- CO-OCCUPANT INFORMATION -

(All other occupants over 18 living in the household must be included. For additional co occupants / authorized persons use the reverse of this form.)

Name: _____ DL or ID #: _____ DOB: _____
 (Last) (First) (MI)

Texas Utility Code allows the City to require the above information to obtain utility service. The City will verify the accuracy of the above information provided by the customer. The use of false information on this application shall be grounds for denial, suspension and/or termination of utility service. Improper use of identifying information to obtain this service is a felony offense, in violation of Texas Penal Code 32.51, "Fraudulent use or possession of identifying information." Identifying information consists of name, social security number, date of birth, and/or government-issued identification number.

Own Y Landlord- I would like more information about "Revert to Owner-RTO". RTO changes accounts back to landlord when the
 Rent N address is vacated with no service interruption between occupants. An additional form to be completed for enrollment.

Y N Have you previously, or do you currently have service with the City of Granbury

Y N If yes, list address _____
 Do you want your current service disconnected? Disconnect date: _____

Auto Draft Y N Do you currently have an auto-draft set up for another City of Granbury Utility Account?
 Y N If yes, would you like to transfer the current auto draft information to this new account?

Y N I want more information about **auto-draft**. Additional form to be completed.

Y N I want to participate in **Careflite** service membership for \$1.00 per month.

Y N I want to participate in **Texas EMS/Air Evac** service membership for \$1.00 per month.

Y N I want to participate in **Parks Donation** Automatic Billing. Amount \$ _____

Y N I want to sign up for **electronic billing**. Your bill will be sent to the email listed above. (Email will be sent to finalized enrollment within one month)

Y N **Opt In** to receive text message account & notification alerts. Text and data rates may apply.

Y N I wish to keep my personal information **confidential**. (See Statement below)

Texas Utilities Code Sec. 182.052 "Confidentiality of Personal Information", allows the utility customer to keep some or all personal information confidential. However, your Confidentiality Form does not prohibit the City of Granbury from disclosing personal information in your account record to certain persons or entity pursuant to Texas Utility Code Sec. 182.054.

I have provided 1. Application, AND 2. Identification, AND 3a. Deposit / 3b. Acceptable Letter of Credit (see back). I understand before service

Initials can start deposit arrangements or letter of credit must be **processed & accepted**. **Incomplete applications will not be processed or accepted.**

By signing below you consent to the terms and conditions on the following page.

Signature of Applicant _____

Date _____

FOR OFFICE USE ONLY

Account #: _____	Water Meter Size: _____ Res In Res Out Com In Com Out	TRRA Verified & Logged ___ LOC ___ Scanned ___
Date: _____	Electric Rate: Res In Res Out Com In Com Out CT-Sm CT-Lg	Deposit Amount _____
Entering Employee: _____	Sewer Rate: Res In Res Out Com In Com Out	Amount Paid _____
Verifying Employee: _____	Trash Rate: Res Commercial: Contact Waste Connections	Amount Billed \$ _____
Zone (Circle One): 1 2 3	Square Trash: Sm Business Lg Business Sm Rest. Lg Rest.	

116 Bridge Street Granbury, Texas 76048 Phone 817-573-1114 Fax 817-573-7678 Email: Utilitybilling@granbury.org

Updated 10.24.2019

The City of Granbury 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 the plumbing restrictions, which are in place to provide this protection. Each customer must sign this agreement before the City of Granbury will begin service. In addition, when services to an existing connection has been suspended or terminated, the water system will not re-establish service unless we have a signed copy of this agreement.

- PLUMBING RESTRICTIONS -

The following unacceptable plumbing practices are prohibited by state regulations:

- 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 back flow prevention device.
- No cross connection between the public drinking water supply and a private water system is permitted.
- No connection that allows water to be returned to the public drinking water supply is permitted.
- No pipe fitting that contains more than .25 percent lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
- No solder or flux, which contains more than 0.2 percent lead, can be used for the installation or repair of plumbing at any connection which provides water for human use.

- SERVICE AGREEMENT -

The following are the terms of the service agreement between the City of Granbury and the Customer.

- The City of Granbury will maintain a copy of this agreement as long as the customer and/or the premises are connected to the water system or for a period of no longer than our retention schedule dictates.
- The customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections shall be conducted by the City of Granbury or its designated agent prior to initiating new water service; when there is a 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 City of Granbury's normal business hours.
- The City of Granbury shall notify the customer in writing of any cross connection or other unacceptable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
- The customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- The customer shall at his/her expense, properly install, test, and maintain any backflow prevention device required by the City of Granbury. Copies of all testing and maintenance records shall be provided to the City of Granbury.
- It is the contracted customer's responsibility to inform the City of Granbury of account closure. You are responsibility for consumption until such notification.
- **All commercial accounts are required to pay a deposit or provide a Surety Bond. Residential accounts can pay deposit or provide letter of credit.**
 - Letter's of Credit must be for service no longer then 6 month prior to start of service with the City of Granbury AND be for 12 months of service AND have no more then 1 late penalty AND no disconnects AND no returned checks.
- Please be aware that any disconnection for non-payment may require an additional deposit.
- Meter tampering and theft of service are against City of Granbury ordinances. All fines associated with ordinance violations must be paid in full before service can be restored.

- ENFORCEMENT -

If the customer fails to comply with the terms of the service agreement, the City of Granbury 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.

The applicant, whose signature appears below, applies to the City of Granbury for utility services to be supplied at the address herein described. The Applicant agrees to pay for said services as bills are rendered therefore, in accordance with the rates, rules and regulations as provided by the City Charter or by City Ordinances now existing or as may be enacted and in effect at the time of delivery. In addition, if a payment is not made by the due date and acceptable payment arrangements are not made, the City of Granbury may use debt collection agencies which may include additional fees and interest as permitted by law, or other remedies allowed by law. By providing your telephone numbers to the City of Granbury, including wireless and employment numbers, you are expressly consenting to being contacted on those numbers for any purpose related to your account, including debt-collection, by a live person or automated dialing device. The Applicant further agrees to release and discharge City of Granbury from liability for damages suffered (1) by reason of electric or water currently furnished to premises, or (2) by reason of interruption, discontinuance or disconnection of service hereunder from any cause other than negligence by City of Granbury or (3) by reason of the condition, maintenance, location or existence of any of the facilities, fixtures or systems located on or adjoining the property supplied and by which services are furnished and delivered. At time of discontinuation of service, any remaining account balances may be applied to new, existing, or past applicants' accounts at the discretion of the City of Granbury.

- CO-OCCUPANT INFORMATION (Continued from Page 1) -

(Use this space for additional names)

Name: _____ DL or ID #: _____ DOB: _____
(Last) (First) (MI)

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