



# UTILITY SERVICE APPLICATION

City of Shenandoah  
29955 I-45 North  
Shenandoah, Texas 77381  
Tel: (281)298-5522  
Fax: (281) 367-2225  
[billing@shenandoah.tx.us](mailto:billing@shenandoah.tx.us)

Residential Meter Deposits: Main meter \$75.00 Irrigation meter \$75.00  
 New Commercial Building Meter Deposit per meter: Main meter \$1,200.00 Irrigation meter \$250.00  
 Existing Commercial Building/Irrigation Meter Deposit: Based off property's previous 12 month usage divided by 6

RESIDENTIAL	COMMERCIAL
Applicant Name: _____	Business Name: _____
Spouse's Name: _____	Contact Name: _____
Service Address: _____ _____	Service Address: _____ _____
Billing Address: _____ <small>(if different than service address)</small>	Billing Address: _____ <small>(if different than service address)</small>
Home Phone: _____ Cell Phone : _____ Work Phone: _____	Home Phone: _____ Cell Phone : _____ Work Phone: _____
<input type="checkbox"/> OWN <input type="checkbox"/> RENT Property Owner: _____ <small>(if different than applicant)</small> Address: _____  Phone: _____	<input type="checkbox"/> OWN <input type="checkbox"/> RENT Property Owner: _____ <small>(if different than applicant)</small> Address: _____  Phone: _____
<b>Additional Services available</b>	
<b>Recycling* Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Remove existing bin</b> <input type="checkbox"/> <small>*Recycling is an additional monthly charge. The bins are included in the monthly charge.</small>	NEW BUSINESS MUST COMPLETE APPLICATIONS FOR CERTIFICATE OF OCCUPANCY AND FIRE PERMIT. **PLEASE CONTACT THE PERMIT DEPARTMENT**

**A resident may request that their address and telephone number be kept confidential. If a resident makes such a request of confidentiality, the City shall keep the address and telephone number confidential unless required or mandated by law.**

YES – Request for confidentiality.

NO – Do not request confidentiality.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant's Drivers License #

\_\_\_\_\_  
Tax ID #

\_\_\_\_\_  
Applicant's Email Address

REQUESTED CONNECT DATE: \_\_\_\_\_

Your bill will include the services of water, sewer, and garbage and if you add the additional recycling for residential applicants. Commercial applicants bill will include water, sewer. Payment is due by the 15<sup>th</sup> of each month. If not received by the City on or before the 15<sup>th</sup> in full your account will be charged a 10% late fee. If payment is not received by the 15<sup>th</sup> of the following month you water may be disconnected. All past due amounts must be paid in full before service is reinstated.

**FOR OFFICE USE ONLY**

Service Rep \_\_\_\_\_ Deposit \$ \_\_\_\_\_ Date Paid \_\_\_\_\_ Acct # \_\_\_\_\_

Meter Size \_\_\_\_\_ Meter # \_\_\_\_\_ Meter # \_\_\_\_\_ Sprinkler # \_\_\_\_\_ Sprinkler# \_\_\_\_\_

## SERVICE AGREEMENT

1. **Purpose.** The City of Shenandoah ("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 the plumbing restrictions in place to provide this protection. The City enforces these restrictions to protect the public health and welfare of the citizens. Each customer must sign this service agreement before the City will begin service. In addition, when service to an existing connection has been suspended or terminated, the City will not reestablish service unless it has a signed copy of this agreement.
2. **Plumbing Restrictions.** The following undesirable 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 back-flow prevention device.
  - b) No cross-connection between the public drinking water supply and a private water supply and a private water system is permitted. These potential threats to the public water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure zone back-flow prevention device. A copy of the back-flow prevention certificate is to be filed with the city and inspected on an annual basis for recertification.
  - 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 0.25% lead may be used for 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% lead can be used for the installation or repair of plumbing at any connection, which provided water for human use.
3. **Service Agreement.** The following are the terms of the service agreement between the City of Shenandoah and Applicant.
  - a) The City 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-connections and other undesirable plumbing practices. These inspections shall be conducted by the City or its designated agent prior to initiating service and periodically thereafter, as the City deems appropriate.
  - c) The City shall notify the customer in writing of any cross-connection or other undesirable plumbing practice identified during an inspection.
  - d) The customer shall, with 72 hours, correct any undesirable plumbing practice on his/her premises.
  - e) The customer shall, at his/her expense, properly install, test and maintain any back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.
4. **Enforcement:** If the customer fails to comply with the terms of the service agreement, the City shall, at its option, terminate service or properly install, test and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer, and customer agrees to immediately reimburse the City for any expenses incurred.
5. **Billing/Payment:** Billing occurs near the 20<sup>th</sup> of each month. Payments are due the 15<sup>th</sup> of the following month. A 10% fee will be incurred for late payments. Non payment will result in service being terminated. To reestablish service, a \$50.00 reconnection fee applies plus payment of the full balance owed.

Signature by Applicant:

\_\_\_\_\_

Date: \_\_\_\_\_