



## ***SERVICE APPLICATION & AGREEMENT***

ANY INCOMPLETE OR INACCURATE INFORMATION MAY CAUSE DELAYS IN THE CONNECTION OF YOUR UTILITIES.

I WOULD LIKE MY ACCOUNT INFORMATION TO REMAIN CONFIDENTIAL \_\_ YES \_\_ NO

APPLICANT: \_\_\_\_\_  
FIRST MIDDLE LAST

MAILING ADDRESS \_\_\_\_\_

CITY, STATE, ZIP \_\_\_\_\_

SERVICE LOCATON \_\_\_\_\_

### ***APPLICANT INFORMATION:***

SOCIAL SECURITY \_\_\_\_\_ DRIVERS LICENSE \_\_\_\_\_ DOB \_\_\_\_\_

PHONE # (HM) \_\_\_\_\_ (WK) \_\_\_\_\_ (CELL) \_\_\_\_\_

FIRST AND LAST NAME (S) OF OTHERS RESIDING IN THIS LOCATION:

\_\_\_\_\_  
\_\_\_\_\_

IF YOU HAVE PREVIOUSLY HAD UTILITIES WITH THE CITY OF WOODVILLE, GIVE THE NAMES UNDER WHICH THE ACCOUNTS WERE LISTED:

\_\_\_\_\_

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

White, Not of Hispanic origin     Black, not of Hispanic origin     American Indian or Alaskan Native     Hispanic     Asian or Pacific Islander     Other (specify)     Male     Female

**EQUAL OPPORTUNITY PROGRAM**

CITY OF WOODVILLE  
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THE UNDERSIGNED HEREBY APPLIES FOR UTILITY SERVICE FROM THE CITY OF WOODVILLE SUBJECT TO THE FOLLOWING CONDITIONS. BY SIGNING, THE APPLICANT FURTHER CERTIFIES THE CORRECTNESS OF ALL DATA SUPPLIED ON THIS APPLICATION FOR SERVICE.

1. APPLICANT UNDERSTANDS THAT IF OTHERS RESIDING IN THE HOUSEHOLD HAVE AN OUTSTANDING DEBT WITH THE CITY, SERVICES WILL BE DISCONNECTED IF DEBT IS NOT PAID.
2. APPLICANT AGREES TO PURCHASE UTILITIES AT CURRENT RATES FOR THE TYPE OF SERVICES RENDERED. ALL RATES ARE SUBJECT TO CHANGE BY AN AMENDED ORDINANCE OF THE CITY COUNCIL.
3. APPLICANT HEREBY GRANTS THE CITY, ITS EMPLOYEES AND AUTHORIZED AGENTS, THE RIGHT AND EASEMENT TO CONSTRUCT, OPERATE, REMOVE, REPAIR, AND MAINTAIN METERS, LINES, ETC. ON THE PREMISES HEREIN DESCRIBED, AND IN OR UPON ALL STREETS, ROADS, OR HIGHWAYS ABUTTING SAID PREMISES, ITS LINES AND EQUIPMENT AND ALSO THE RIGHT TO CUT, TRIM, OR OTHERWISE CONTROL TREES NECESSARY TO KEEP THEM CLEAR OF THE STREET.
4. APPLICANT AGREES THAT HE WILL IMMEDIATELY REPORT TO THE CITY ANY IRREGULARITIES, MALFUNCTIONS, ABUSE, OR UNAUTHORIZED TAMPERING WITH CITY METERS.
5. THE CITY SHALL USE REASONABLE DILIGENCE TO PROVIDE A CONSTANT AND UNINTERRUPTED SUPPLY OF SERVICES. IF THE SUPPLY OF SERVICES SHALL FAIL OR BE INTERRUPTED, OR BECOME DEFECTIVE THROUGH ACT OF GOD, GOVERNMENTAL AUTHORITY, ACTION OF ELEMENTS, PUBLIC ENEMY, ACCIDENT, STRIKES, LABOR TROUBLE, REQUIRED MAINTENACE WORK, INABILITY TO SECURE RIGHT-OF-WAY, OR ANY OTHER USE BEYOUND THE REASONABLE CONTROL OF THE CITY, THECITY SHALL NOT BE LIABLE THEREFORE OR FOR DAMAGES CAUSED THEREBY.

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SIGNATURE

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DATE

## **SERVICE AGREEMENT**

- I. **PURPOSE.** The City of Woodville 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. The utility enforces these restrictions to ensure the public's health and welfare. Each customer must sign this agreement before the City of Woodville 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 the agreement.
- II. **PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State regulations.
- A. No direct connections 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, which 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, which 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.
- III. **SERVICE AGREEMENT.**  
The following are the terms of the service agreement between the City of Woodville and \_\_\_\_\_(the customer).
- A. The city of Woodville 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 property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the City of Woodville 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 inspections shall be conducted during the City of Woodville's normal business hours.
  - C. The City of Woodville 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 reinspection.
  - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
  - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Woodville. Copies of all testing and maintenance records shall be provided to the City of Woodville.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City of Woodville 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.

CUSTOMER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

## CUSTOMER NOTICE

1. Pursuant to The U.S. Department of Transportation Regulations 4CFR 192.16, natural gas utilities and operators of natural gas service lines who do not maintain buried customer piping up to building walls or certain other locations are required by Federal Regulations (49CFR 192.16) to notify their customers of the need to maintain that piping.
2. Buried pipe may be subject to leakage and/or corrosion (on metal pipe) and could potentially be subject to hazards if not maintained.
3. Remember that all gas piping downstream of the gas meter belongs to the customer and the customer is responsible for its operation and maintenance. Your natural gas utility does not own these lines and does not routinely maintain or locate them. Commercial plumbers and/or heating contractors may be contacted when these gas lines need attention or maintenance. The yellow pages are an excellent source for listings of licensed plumbers and heating contractors.
4. Buried gas piping should be:
  - A. Periodically inspected for leaks;
  - B. Periodically inspected for corrosion if the piping is metallic;
  - C. Repaired if any unsafe condition is discovered, or the flow of gas should be cut off, and;
  - D. When excavation is performed or is about to be performed near the buried gas piping, the piping should be located and marked in advance and any excavation performed near the piping should be done by hand.

**This is a notice only.**

If you have any questions or comments regarding this notice, contact a representative of your natural gas utility at:

THE CITY OF WOODVILLE  
(409) 283-2234

## **TERMINATION OF SERVICE PROCEDURES**

- I. The utility bill statements will be mailed out on the last business day of the month. All utility bill balances are due by the 15<sup>th</sup> day of the month.
- II. On the 16<sup>th</sup> day of the month the accounts are reviewed and a cut off notice is mailed to each customer with an arrears balance and a 10% late fee is assessed.
- III. All accounts with second notices will be due on 25<sup>th</sup> of the month and customers can pay by cash, money order, or check until 4:30 pm on the 25<sup>th</sup>. After this date all accounts with remaining arrears will be reviewed and a final list prepared for termination. Any account with arrears greater than \$10.00 will be added to termination list. A serviceman will be dispatched the following morning to proceed with termination of utilities.

### **Serviceman and office rules:**

1. May not accept any payment but, will leave a disconnection notice on door and lock all meters.
  2. The serviceman may not discuss account or arrangements with customer.
  3. No checks will be accepted after 4:30 p.m. on due date, 25<sup>th</sup>.
  4. All accounts will be assessed a \$25.00 reinstatement fee after 4:30 p.m. on due date.
  5. No arrangements will be made on cut off day.
  6. If account is not reconnected within three (3) business days, the deposit will be applied to the outstanding balance and a new deposit will be required to reconnect services.
- IV. **Arrangements** - customers with an arrears balance can make arrangements until 4:30 on due date, 25<sup>th</sup> of the month or next business day if this is a holiday or weekend.

### **Conditions of Arrangement:**

1. Must pay current bill each month plus an agreed amount of at least 25% of the arrears portion.
2. No changes in arrangements are permitted.
3. May have their utilities disconnected without any further notice if arrangements are not kept.
4. No more than 2 weeks can be given on an extension, and no more than 2 extensions can be given in a 3-month period.
5. Once a payment arrangement has been broken, no further arrangements will be allowed for one year.
6. After the customer has made the disconnect list on the 3<sup>rd</sup> time and each time after, the customer will have to pay an additional deposit of \$25.00. If the customer does not have a deposit for utilities with the city, then the customer will have to pay the regular deposit of \$100.00 for water and \$150.00 for gas. **The customer will also be required to pay the full amount of the account, plus the \$25.00 reinstatement fee before services will be restored.**

## Effective 4-13-2009 Leaf and Limb/Green waste Policy

This service is for Inside City Limits single family residential pickup only,

Bagged leaves/grass clippings: The Solid waste department will collect up to 10 bags of leaves, grass clippings at no charge. Any additional bags will be picked up at a cost of \$ 1.50 per bag. Every effort will be made so each residence will be picked up at least twice monthly.

Limbs smaller than 6 inches in diameter: Up to 3 cubic yards will be picked up approximately once a month at no charge. Limbs in excess of 3 cubic yards, up to 6 cubic yards, will be picked up at a charge of \$25.00. Any amount over 6 cubic yards will be picked up by the 6 cubic yard truckload at a charge of \$50.00 per truckload. The resident must call in to City hall to request that they be placed on the pickup list for amounts over 3 yards.

Limbs over 6 inches up to 12 inches in diameter: Limbs must be cut into 6 foot lengths. These will be picked up at a charge of \$50.00 per 6 cubic yard truckload. This service must be requested by calling City Hall. The Solid waste department can not pick up limbs in excess of 12 inches, tree trunks in excess of 12 inches, or root balls.

All green waste to be picked up must be placed at curb or street side, but not in street.

All charges for service will be included on utility bill unless arrangements are made for payment, paid in advance, before pickup.

Any nonresidential customer may call City Hall and request permission to haul their green waste to a city facility at no charge. There must be no metal, or treated wood mixed with the green waste. If this requirement is violated the customer shall lose dump site privileges.

Remember, Trash Carts are for trash/household garbage only, and are not to be used for green waste.

The City of Woodville will only accept the following waste:

Residential or household municipal solid waste

Commercial municipal solid waste

The City of Woodville will not pickup the following prohibited waste:

Special Waste

Industrial Waste

Regulated Hazardous Waste

Batteries

Motor Oil

Used oil filters

Tires

Refrigerators, freezers or air conditioners

Paint or other liquid waste

Materials containing asbestos

Industrial solid waste

## **IF YOU SMELL GAS!**

If you smell gas or suspect a leak, call your local gas company promptly. The City of Woodville provides Natural Gas service to its residents and to those in Doucette and other close neighborhoods.

Natural Gas is odorless in its natural state. We add this disagreeable smell to let you know if any gas is escaping. **IF YOU EVER SMELL GAS—**

- 1. Call the City of Woodville at (409)-283-2234. After hours, Holidays, or on weekends, call (409) 283-2172 and we will be dispatched.**
- 2. If you are indoors, and odor is strong, immediately go outside.**
- 3. Do not turn any electrical switches on or off. Do not use your phone, Go to a neighbor's house and call.**
- 4. Do not light matches, smoke, or create any other source of combustion.**
- 5. Once out, Stay out!**

## **CALL BEFORE YOU DIG!**

The City of Woodville has a **DAMAGE PREVENTION PROGRAM**. If you plan excavations in any public alley, street, right-of-way, or even in your own yard, you **MUST CALL FOR PIPE LOCATION**. There is no charge for this service.

**CALL TOLL FREE 1-800-545- 6005, or 1-800-669-8344.**

Upon notification from the Texas One Call Center, an employee will mark gas piping with yellow flags, yellow paint, or both. We should arrive within 48 hours, excluding weekends and holidays, from when you call.

**PLEASE CALL BEFORE YOU DIG. WAIT THE REQUIRED AMOUNT OF TIME, RESPECT LINE MARKERS AND DIG WITH CARE.**

Thanks for helping us provide a safe and reliable distribution of natural gas for your energy needs.