



Application and Agreement for City Water, Sewer & Trash Services

Date Service is to Begin: _____

Name(s) on account: _____

Service Address : _____

Mailing Address: _____

Home: _____ Cell: _____ Work: _____

Email Address: _____

Only Email Bill? YES _____ NO _____ Email and Mail? YES _____ NO _____

DL #: _____ State: _____ DOB: _____

Proof of Residency is **required**. Please provide a copy of Lease Agreement, management agreement or 1st page of Closing Disclosure.

If you are leasing, please complete the following:

Landlord/Realtor's Name: _____ Phone: _____

Address: _____

In Case of Emergency

Name : _____ Phone: _____

Address: _____

Trash Collection (Please Check Your Choice)

Trash

- _____ Customer's Own Container
- _____ Waste Management Wheeled Cart (\$4/mo)

Recycle

- _____ 18 Gallon Recycle Bin (free)
- _____ Waste Management Wheeled Cart (\$4/mo)

Brush pickup runs on the 1st Thursday of each month for the GOLD zone, and the 3rd Thursday of each month for the GREEN zone. A spring and fall cleanup is available for other bulk items. The date for these pickups will be announced on your utility bill and on the Live Oak marquees. For Hazardous Material pick up, please call Door to Door at (800) 449-7587.

Deposit Agreement

I hereby agree to the following conditions **(please initial)**:

1. _____ The water deposit is \$100 and is refunded after 3 years of good payment history or when you move out. If you have been disconnected for nonpayment or have had an insufficient funds check, your deposit will be held until you move out. There is a \$15 non refundable application and turn on fee, which is charged when you open your account.
2. _____ Water turn-on hours are from 8 am – 2:30 pm Monday through Friday, excluding holidays. While not necessary, it is the responsibility of the customer to have someone at the residence during turn on to ensure faucets and spigots are turned off. The City of Live Oak is not responsible for any damage incurred due to fixtures being left on in or out of the residence.
3. _____ You must complete a termination of service form when you permanently leave the premises, and leave a forwarding address.
4. _____ If you do not receive your bill, it is your responsibility to contact the Utility Billing office and determine the amount of your bill. Bills not paid by the due date will incur a 10% penalty and a late letter will be sent out to remind you.
5. _____ If water service is disconnected for nonpayment, a \$30.00 non-payment fee will be added to your account. Payment in full must be collected before service can be restored. Services are restored Monday through Friday 8 am – 4 pm, excluding holidays.
6. _____ If your water has been disconnected for nonpayment, do not turn the water back on yourself or you will be charged a tampering fee. The City of Live Oak charges \$75 for the first incident and \$150 for the 2nd incident.
7. _____ Bills can be paid at City Hall, by credit card over the phone, on the web once you have set up an online account, by bank draft, and by placing it in the drop box located in front of City Hall at the end of the driveway or by mailing it to City Hall.
8. _____ There will be a 25.00 charge added to your account for any returned check or draft.

In consideration for receiving water and/or sewer service from the City of Live Oak, Texas, at the listed address, I hereby acknowledge responsibility for payment of service billings. Payment by the indicated due date is required to prevent interruption of service. I am responsible for water/sewer service until my account is closed and paid in full.

CUSTOMER SIGNATURE _____ **DATE** _____

Office Use Only

Account Number _____

Employee _____