



**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 1<sup>st</sup> 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**

**Trash**

Pickup twice per week

**Recycle**

Pickup every other week

Waste Management offers free montly brush and bulk-item pickup.

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**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 as a credit on the account or as a check when you terminate the account. If you have been disconnected for non-payment or have a returned check, your deposit will be put on hold until terminate the account. There is a \$15 non-refundable application and fee, which is charged when the account is opened.
2. \_\_\_\_\_ New account turn-on hours are from 8 am – 2:30 pm Monday through Friday, excluding holidays. It is the responsibility of the customer to ensure there are no faucets and spigots in the "ON" position when the service begins. 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 provide 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.
5. \_\_\_\_\_ If water service is disconnected for non-payment, a \$30.00 fee will be added to your account. A full payment must be collected before service can be restored. Services are restored Monday through Friday 8 am – 4 pm, excluding holidays.
6. \_\_\_\_\_ If the water has been disconnected for non-payment, do not turn the water on yourself or you will incur a tampering fee. The City of Live Oak charges \$75 for the first incident and \$150 for the 2nd incident.
7. \_\_\_\_\_ Bills may 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** \_\_\_\_\_

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\*\*\*Office Use Only\*\*\*

Account Number \_\_\_\_\_

Employee \_\_\_\_\_