



# Application for Utility Services

CONNECTION     DISCONNECTION     UPDATE ACCOUNT     TRANSFER

EFFECTIVE DATE \_\_\_\_\_

**\$200 Deposit, Copy of ID, and Proof of Ownership or Lease** Due with Application.

**SERVICE ADDRESS INFORMATION**     Rental     Residential     Commercial

Applicants Name \_\_\_\_\_

Service Address \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ St \_\_\_\_\_ Zip \_\_\_\_\_

Driver's License # \_\_\_\_\_ (State) \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Applicants E-Mail \_\_\_\_\_ **1 Extra Polycart \$6 Month**

**FORWARDING ADDRESS INFORMATION**

Address \_\_\_\_\_ City \_\_\_\_\_ St \_\_\_\_\_ Zip \_\_\_\_\_

**TRANSFER SERVICE INFORMATION**

New Service Address \_\_\_\_\_ Date to Connect \_\_\_\_\_

Previous Service Address \_\_\_\_\_ Date to Disconnect \_\_\_\_\_

## Request for Confidentiality of Customer Information

Check the box to request confidentiality.

In accordance with Section 182.052 of the Texas Utilities Code, this notice shall serve as a written request that the City of Leonard keep confidential the utility account information for the above-referenced utility account. I understand that certain exceptions in the code apply to the release of this otherwise confidential information.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

# City of Leonard Service Agreement

I understand service will remain in my name and will be my financial responsibility until I submit a request to disconnect service.

I understand that my payment is due by the 15<sup>th</sup> of each month and if payment is received after the 15<sup>th</sup>, I will be charged a **\$15.00** Late Fee.

I understand that Past Due Notices are mailed on the 16<sup>th</sup> and Disconnections will be done on or around the 25<sup>th</sup> of each month. If service is Disconnected, I understand that I will need to make arrangements to satisfy my bill in full and a **\$50.00** administrative fee will be paid before service can be reinstated. Should the past due amount remain unpaid 10 business days after disconnection of service, the account is closed and deposit applied to the outstanding balance. Should there be a remaining balance after the deposit is applied and not paid in full within 60 days of termination of service; the account balance will be turned over to a collection agency. If I request utility services, or have water turned back on, after the account is finalized, I will be required to pay off the remaining outstanding balance and pay a new deposit.

I understand that when I submit a disconnect request or if I vacate the service address without notice and service is disconnected and I leave an unpaid balance; The City of Leonard will apply my deposit toward the balance. If there is a credit after deposit has been applied, I will receive a refund within 30 business days. To insure I receive a refund I must provide a forwarding address. If there is a balance due after the deposit has been applied, I understand I will receive a final bill for the balance.

I understand it is my responsibility to report any/and all water loss on my side of the meter to City Hall in a timely manner. I must complete a Loss of Water Form and show proof there was an excessive water loss and must provide evidence of a repair, by producing a repair bill, or receipt from hardware store for supplies to repair the leak. I understand the calculation for loss of water to utility bill will be as follows:  
The number of gallons used to calculate the loss rate adjustment shall be arrived at by averaging the water consumption for the prior six (6) months, or whatever history the customer might have at the location of the loss if less than six (6) months. All consumption above the average shall be billed at one-half the rate of the per gallon rate for consumption after applying the base usage of 1,500 gallons.  
I understand that Adjustments are limited to one per customer or service location per every twelve (12) months.

I understand that should I request a water meter re-read I could be charged a fee of **\$20.00**.

I understand the meter box and meter that will be providing my service is property of The City of Leonard. That if for any reason I will need to access the meter, meter box or shut off, I must call The City of Leonard for approval.

I understand that I must have my issued poly cart/carts to the street side every Monday for pick-up by 7:00 am. All trash must be inside cart/carts no bags or cart over flow will be collected.

Any exceptions to this policy must require approval of management and/or city council.

Please note: payment plans are no longer offered by the city.

Applicant Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_



## Cross-Connections Water Service Agreement

- I. **PURPOSE** – The City of Leonard is responsible for protecting the drinking water supply from contamination or pollution; which could result from improper private water distribution system construction or configuration. The purpose of this 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 health and welfare. Each customer must sign this agreement before the City of Leonard will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS**- The following unacceptable 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 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.
  - E. No solder or flux which contains more than 0.2% 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 Leonard and the Customer.
- A. The City of Leonard will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
  - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Leonard or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the water distribution. The inspections shall be conducted during the City of Leonard’s normal business hours.
  - C. The City of Leonard shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
  - D. The Customer shall immediately remove or adequately isolate any potential cross-connection or other potential contamination hazards on his premises.
  - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Leonard. Copies of all testing maintenance records shall be provided to the City of Leonard.
- IV. **ENFORCEMENT** – If the Customer fails to comply with the terms of the Agreement, the City of Leonard 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.

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant

\_\_\_\_\_  
Date

Service Address: \_\_\_\_\_



**AUTHORIZATION AGREEMENT FOR COLLECTIONS  
(ACH DEBITS)**

I, \_\_\_\_\_ (Name) hereby authorize the City of Leonard, hereinafter called City, to initiate debit entries to my checking or savings account indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to credit the same to such account. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law.

**Please attach a voided check with completed form.**

Depository Account Name: \_\_\_\_\_

Depository Financial Institution: \_\_\_\_\_

Routing Number: \_\_\_\_\_

Account Number: \_\_\_\_\_  Checking  Savings

City / State: \_\_\_\_\_

Please indicate the appropriate date for your payment:

I would like my bill paid on the 1<sup>st</sup> of the month \_\_\_\_\_

I would like my bill paid on the 15<sup>th</sup> of the month \_\_\_\_\_

This authorization is to remain in full force and effect until 30 days after CITY has received written notification from me of its termination in such time and in such manner as to afford the CITY and DEPOSITORY a reasonable opportunity to act on it.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Water Account # \_\_\_\_\_

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



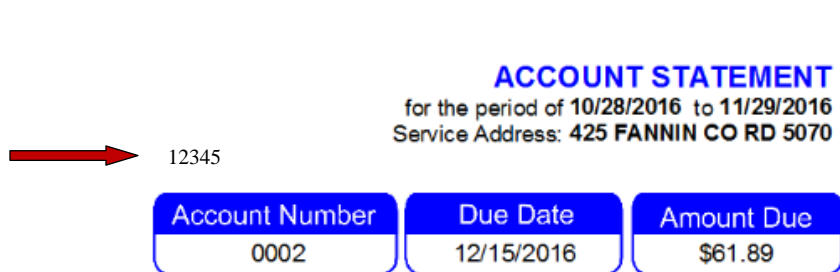
Sign up for eBill!



To signup, go to our website [www.cityofleonard.net](http://www.cityofleonard.net) and click “Pay Your Utility Bill Online”



Once you have logged in, you will click “View & Pay Utility Bills”. You will be prompted to enter your pin #. This number is 5 digits and can be found above your “Account Number”.



If it's not listed there, you may contact City Hall at 903-587-3334 or [utilitybilling@cityofleonard.net](mailto:utilitybilling@cityofleonard.net)

How it works... Each month when Utility Bills are uploaded, you will receive an email letting you know. Each month log in on our website and View and Pay your Bill online.