

NEW USER AGREEMENT

I, _____, hereby

(Name)

apply to the City of Redwater for water service at the following location:

(Service Address)

(Mailing Address)

- ☐ I agree to pay a non-refundable water tap of \$_____ and/or a non-refundable sewer tap of \$_____ before service may commence. I understand that should the connection involve labor or materials above and beyond the normal tap and connection charges, I will be liable for these charges and payment is due before water and/or sewer usage will begin. I will be notified of such impending charges.

- ☐ I agree to pay a meter deposit of \$_____. The meter deposit is refundable with a notification to vacate the premise and when the account is paid in full including any charges from the final meter reading.

- ☐ I agree to pay an inspection fee of \$_____ for a new tap, or a connection fee of \$_____ for an existing meter.

- ☐ I agree to pay the monthly water bill promptly in accordance with the rates and policies set forth by the City.

Account: _____

City Official: _____

Deposit		\$	
Water Tap		\$	
Sew Tap/ Bore Fee		\$	
Inspection/ Connection		\$	
Apply to Account		\$	
Total Paid		\$	
Cash	Card	Check	

Type of Service	
Residential	Commercial
Customer Status	
Owner	Renter
Trash Service:	
Yes	No
Auto Draft	
Yes	No
Bill Notification	
Yes	No
Number of Household Members:	_____

Email: _____

Phone: _____

Alternate Contact and Phone Number: _____

Applicant's Signature & Date: _____

PAYMENT & SHUT-OFF POLICIES

*Please read carefully, as pertinent billing information is provided below. Please note the important billing dates below.

Monthly Payment Policies

1. All monthly utility payments are due no later than the close of business on the 15th of each month. Should the 15th fall on a weekend or an officially observed City holiday, the payment due date will be extended to the close of business on the next business day.
2. A late fee of ten percent (10%) of the total bill will be applied automatically at the close of business on the 15th or close of business of the next business day if the 15th falls on a holiday or weekend.
3. Customers may remit payment using any of the following methods:
 - a. In person at the Redwater City Hall with a check (FREE), cash (FREE), money order (FREE) or a debit/credit card (3% fee)
 - b. Drop-box at the side window of City Hall (envelopes provided for convenience)
 - c. Mail: P.O. Box 209, Redwater, TX 75573
 - d. Over the phone with a debit/credit card (3% fee)
 - e. Online: www.fastgovpay.com (3% fee), may enroll in autopay online
 - f. Bank Draft: Complete our bank draft form and submit a voided check or letter from your bank for verification

Returned Check/ACH Policies

1. Any returned check or automatic draft transaction shall incur a non-refundable fee of \$45.00, which will be added to the customer's account balance.
2. To rectify a returned payment, the customer must remit the full amount due, including the original bill and the \$45.00 return payment fee using cash, card, or money order.
3. Any customer who incurs three (3) returned checks or automatic draft failures within a twelve (12) month period shall be subject to a mandatory payment restriction. For the duration of the twelve-month suspension, the customer will be required to remit payment exclusively by cash, debit/credit, or money order. During this suspension period, check and automatic draft payments will not be accepted under any circumstances.

Shut-Off Policies

1. In accordance with the City Ordinance, all accounts placed on the shut-off list will be charged a \$40.00 service fee after close of business on the 21st of the month or the following business day should the 21st fall on a holiday or weekend. This fee is automatically applied and will be assessed whether service is physically turned off.
2. Service to customers on the shut-off list will be disconnected around the 28th of the month. Customers have until noon on the 28th or following business day, if the 28th falls on a holiday or weekend, to pay the original balance, the late fee, and the \$40.00 cut-off fee.
3. Payments will be accepted at City Hall during regular business hours. Water service will be restored as soon as practical after full payment is received. If payment is received after 4:00 pm, the water may not be turned on until the next day.
4. If payment is **NOT** received within thirty (30) days after service is disconnected, the account will be considered inactive and closed. The customer's deposit will be forfeited and applied to the balance owed on the account. Re-connecting to the City water system will require payment of any balance owed on the inactive account plus a new deposit and connection fee.

Signature: _____

Date: _____

REDWATER WATER & SEWER EASEMENT AGREEMENT

State of Texas
County of Bowie

KNOW ALL MEN BY THESE PRESENTS:

That the undersigned, _____, of the County of Bowie, State of Texas, hereinafter referred to as Grantor, whether one or more, for and in consideration good and valuable consideration by the REDWATER WATER & SEWER CORPORATION, a municipal corporation, GRANTEE, the receipt of which is hereby acknowledged have GRANTED, BARGAINED AND CONVEYED, and by these presents do GRANT, BARGAIN AND CONVEY UNTO SAID Grantee an easement and right-of-way as hereinafter described for the laying out, opening, construction, operation, connecting to, maintenance and use of water on, over, along, across and under the following described lands located in Bowie County Texas, to wit:

WATER LINE

A utility right-of-way twenty-five feet in width of a certain tract described in a deed to _____, recorded in Volume _____, Pages _____ of the Bowie County Records and herein described as

And including a temporary construction easement located fifteen feet south of and adjacent to the permanent easement as described above.

At its own expense, the Redwater Water & Sewer Corp. will clear and remove any obstructing green growth. In addition, it will remove and replace fences or improvement as necessary and return same to existing condition.

Grantee shall have the right of ingress and egress over, along and across adjacent lands owned, leased, or controlled by Grantor, to or from said right-of-way for any and all purposes relating to in any way connected with the construction, operation, maintenance, and use of said lines.

To Have and To Hold the above-described easement and rights unto said Grantee, its successors, and assigns, forever or until said easement is finally abandoned by Grantee in writing.

And Grantor agrees to warrant and forever defend all and singular the above-described easements and rights unto said Grantee, its successors and assigns against every person whosoever lawfully claiming or to claim the same or any part thereof.

IN WITNESS WHEREOF, the hand seal of Grantor is hereunto set this _____ day of _____, 20_____.

GRANTOR: _____

WITNESS:

City Official

Date: _____

REQUEST FOR DISCLOSURE OF INFORMATION

Maintained by the City of Redwater Utility Department

Information in your City of Redwater Utility Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, is generally excepted from disclosure under Texas Government Code, Chapter 552 (Public Information Act). *However, the Texas Utilities Code, Chapter 182 (Rights of Utility Customers) provides that a customer of a government-operated utility may request that the government-operated utility to disclose personal information in a customer's account record, including the customer's address, or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage.

Additionally, a customer or the customer's authorized representative may receive information that is otherwise excepted from disclosure if the information directly relates to utility service provided to the customer and is not otherwise confidential by law.

This form enables you to request disclosure of certain information under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below and submit the form.

ACCOUNT INFORMATION

NAME ON ACCOUNT

ACCOUNT NO.

SERVICE ADDRESS

RELEASE OF INFORMATION

I authorize the City of Redwater to disclose the following information:

- ☐ Personal Information
- ☐ Usage
- ☐ Service and Billing

I authorize the City of Redwater to disclose to: _____

You may rescind your request for disclosure by providing the City of Redwater Utilities Department with written notice. A government-operated utility, an officer, or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Chapter 182, Subchapter B.

**Confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state or the United States acting in an official capacity (2) an employee of a utility acting in connection with the employee's duties (3) a consumer reporting agency (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States (5) a person for whom the customer has contractually waived confidentiality for the personal information or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage services for compensation.*

Signature

Date