



Application for water

Please fill in all information requested below, and read and sign the service agreement (page 2).
Incomplete forms may delay the application process or result in the denial of service.

Date: _____ Connection Date: _____

Customer Name: _____

Driver's License No: _____ Date of Birth: _____

Phone No: _____

alternative Phone No: _____

Please circle one Cell Home Work

Please circle one Cell Home Work

E-Mail Address: _____

Service Address: _____

Mailing Address: _____

Name of Owner/landlord: if applicable _____

Owner Address: _____ Owner Phone No: _____

Pool -- Yes Above ground / in ground No

Existing Well Yes No

Livestock -- Yes No _____

Property Type:

Church

Business

Single Family Home

Multi-Family Home

Public Information awareness: Information we receive may be considered public information, which is subject to disclosure under Texas law. If you would like your records kept confidential, please check here:

I am the : Owner Agent Tenant

Printed Name

Applicant's Signature

Date

FOR OFFICE USE ONLY

Account No: _____ Deposit \$ _____ Date deposit paid: _____ City Limits-- Yes No

Payment type: Cash Check M/O C/C Clerk: _____



~~PLEASE READ BEFORE SIGNING~~

I understand that the City of Liverpool has the right to terminate water service if any of the information supplied is determined to be false. In addition, I understand and agree that the City of Liverpool, through its authorized employees, shall have access to its equipment at all reasonable times for the purpose of reading meters and inspection/testing, repairing/replacing any equipment which is the property of the City of Liverpool. If such equipment is located where an electronic security system is required, the City of Liverpool shall be supplied the security pass code for access to property. I understand that I am responsible for all minimum bills regardless if the water is used or not. I understand water service may be terminated if the required security deposit and/or monthly bills are unpaid. I understand that if I no longer desire water service to be furnished to said property as noted by this application request, it is my responsibility to notify the department at least two (2) business days prior to the time I desire water to be turned off. I understand it is my responsibility to notify the department of any changes regarding my contact information such as: Mailing address, telephone number(s) or email address.

The base rate for water is the first 3000 gallons is \$35.00 (Residential inside city limits), \$45.00 (Residential outside city limits) and \$50.00 for business. \$1.00 will be charged for each additional 1000 gallons used. Meters will be read on or about the 10th of the month. Payments are due by the 15th of the month. A \$5.00 late charge will be added to payments received after the 15th of the month. Water may be cut off if payment is not received by the 15th of the month. A \$40.00 reconnection fee and, if a deposit has not been paid prior, a \$100.00 deposit fee will be required in order to turn water back on after all past due amounts are paid.

The City of Liverpool accepts payment in the form of cash, check, money order or credit card. You may make payments in person during regular business hours; drop off payments in the drop box located in front of City Hall (We recommend not putting cash in the drop box), you may mail payment to City of Liverpool Water Department, PO Box 91, Liverpool, Texas 77577, you may call in payments at 281-581-2342, or you may make payments online at www.cityofliverpooltexas.com. Please be aware that when making payments online you will need to know your account number and the amount you want to pay, as the system does not give you that information. Also please be aware that when paying with a credit card, you will be charged a \$3.00 per \$100.00 convenience fee, this fee does not go to the City, it goes to the online payment company that we use. When paying with a check or money order, please make it payable to City of Liverpool Water Department.

I have read and understand the application requirements and I have also received a copy of the Utility Service Regulations.

Printed Name

Signature

Date

CITY OF LIVERPOOL, TEXAS UTILITY SERVICE REGULATIONS

I. SERVICE CONTRACT

When a customer desires to be supplied services by the City, an APPLICATION FOR SERVICE form shall be filled out and properly executed. Persons residing in a newly constructed home, or a mobile home just moved into the City shall be required to submit a copy of the BUILDING PERMIT issued by the City with the APPLICATION OF SERVICE. Such application shall constitute a service contract between the customer and the City and shall continue to effect until canceled by either party. The application must be signed in person by the applicant or a duly authorized agent. Proper identification will be required. Service contracts are binding upon the heir's legal representative and successors of the customer but are not assignable. The City shall rely on information supplied by the applicant and shall not be held responsible for false or misleading information contained in the application for service. Deliberate false or misleading information supplied by the applicant shall be cause for immediate termination of service.

II. REFUSAL OF SERVICE

Utility service to an applicant may be denied until all applicable regulations have been met, and for the following reason:

1. Inadequate Facilities

If applicant's facilities or installation is of such a nature that satisfactory or safe service cannot be given; or

2. Indebtedness

If applicant has any outstanding indebtedness to the utility department, and if such indebtedness is in dispute, applicant will be served by the city utilities upon posting a settlement deposit in the disputed amount; to be retained by the City until such a dispute is resolved. Upon settlement, the deposit shall either be retained or refunded. Indebtedness shall include failure to pay the utility bill or another customer when a change of customer identity is made to deliberately evade payment of a legitimate utility bill.

III. SUSPENSION OF SERVICE

When a hazardous breach of service occurs on the customer side of the point of delivery, or such event serves to jeopardize service to other customers in the system, the City reserves the right to suspend service, without notice, until such situation is corrected.

IV. DISCONTINUANCE OF SERVICE

Utility service may be discontinued for any of the following reasons:

1. Failure to pay utility bills.
2. Returned checks.
3. Violation of City utility regulations.
4. Theft of service.
5. Failure to discontinue or correct a known dangerous or unwarranted condition.
6. Inability to obtain reasonable access to utility meters.

V. SERVICE RULES

1. Meter Readings

There will be one water meter for each residence. Under normal circumstances, customer meters will be read on or about the 12th day of each service month, or on or about the next succeeding working day if the 12th day is on a weekend. If meters cannot be read because of dogs, cars, brush, etc., a notation shall be made by the meter reader, and the utility officer shall estimate the meter reading based on average usage. The customer will be notified by certified mail that the problem must be resolved before the next meter reading, or the service will be disconnected. Correction of estimated reading, if necessary, will be made in the next succeeding month following removal of the problem.

2. Billing and Payments

The current bill is due and payable on the 15th of the month, and if not paid by the 15th of the month, on the 16th day, a late fee of \$5.00 will be added to the bill. Payments may be in the form of cash, check, money order or credit card. Payments may be made in person during regular business hours; or dropped off in the drop box that is located in front of City Hall after hours; or mailed to The City of Liverpool Water Department, PO Box 91, City of Liverpool, Texas 77577; or over the phone, using phone number 281-581-2342; Payments may also be made online at www.cityofliverpooltexas.com. If paying online please be aware that you must have your account number and know how much you are paying, as it will not tell you what you owe. Also be aware that when paying with a credit card, either in person, over the phone or online, there will be \$3.00 per \$100.00 convenience fee, this fee if does not go to the City, it goes to the vendor that the City uses for credit card payments.

3. Delinquent Bills

If a bill is not paid by the 30th day (or the last day of the Month) of the service month, a cutoff list will be prepared on the 1st day of the service month. Service will be disconnected. A follow-up will be conducted to ascertain the water has not been reconnected by the customer.

4. Reconnects

Upon payment of all past due amounts and such other payments necessary to make the account current, including the gross amount of the bill, plus payment of the reconnect fee, utility service shall be restored within 24 hours.

5. Life Support

In the event that the City utility service is necessary to sustain a life support system, the customer shall be required to notify the City, in writing, in advance that such necessity exists, and the conditions and terms of such necessity. The City reserves the right to verify such necessities including the requirements of supporting medical documentation. Life support utility service shall not be discontinued by the City of non-payment of bills unless the customer so affected has been personally notified to the City's intent to discontinue service and given not less than 30 calendar days to resolve the financial deficiency. Emergency backup systems shall be the customer's responsibility.

6. Deferred Payment Plan

In life support cases, or extreme hardship cases as approved by the City Council, utility service may be continued to be provided for the following:

- A. Current utility bills are kept up to date.
- B. A reasonable time payment plan is accepted by the City for payment of all delinquent utility accounts, fees, and penalties. Such time period shall not exceed 12 months. Failure to make timely payments for current service or failure to make timely payment on delinquent accounts shall be cause for terminating of service according to regular termination procedures.

VI. DEPOSITS

- 1. Customers currently on the water system on date of acquisition by the City shall not be required to pay a deposit; however, should service be discontinued for any reason, a \$100.00 deposit, plus reconnection fee must be remitted in addition to the outstanding balance due.

2. All new customers shall be required to pay a \$100.00 deposit. Deposits shall be waived for letters of credit or co-signers. A deposit will not be required for public schools, governmental agencies or churches.
3. Interest on deposits shall not be paid by the city.
4. Unclaimed deposits shall be maintained on the city records for two years. After any such funds have been unclaimed for two years, notice shall be published in a newspaper of general circulation with Brazoria County, Texas, stating the funds on account of utility customers of the City of Liverpool, unless claimed within 21 days become the property of the City of Liverpool. Such notice shall be published one time and shall list the names of the customers having funds on deposit.

VII. FEES

The following fees shall be charged for service:

- | | |
|---|-------------------|
| 1. Base: 3000 gallons of water
(Residential in City Limits) | \$35.00 |
| 2. Base: 3000 gallons of water
(Residential outside City Limits) | \$45.00 |
| 3. Base: 3000 gallons of water
(Business) | \$50.00 |
| 4. Every 1000 gallons over base | \$1.00 per gallon |
| 5. Late Fee | \$5.00 |
| 6. Reconnection fee | \$40.00 |
| 7. 5/8" x 3/4" meter connection
(Residential – in city limits) | \$495.00 |
| 8. 3/4" x 3/4" meter connection
(Residential – in city limits) | \$550.00 |
| 9. 1" water connection
(Residential – in city limits) | \$675.00 |
| 10. 5/8" x 3/4" meter connection
(Residential – outside city limits) | \$1485.00 |
| 11. 3/4" x 3/4" meter connection
(Residential – outside city limits) | \$1650.00 |
| 12. 1" water connection
(Residential – outside city limits) | \$2025.00 |
| 13. All other water tap connection | Per Quote |
| 14. Water Deposit | \$100.00 |
| 15. Accuracy Test | \$30.00 |
| 16. Returned Check | \$25.00 |
| 17. Research Account
(Customer's request) | \$5.00 |

EXCEPTIONS

Any long-term resident (Resident prior to May 2, 2017) shall only be required to pay \$100.00 deposit fee.

VIII. ADJUSTMENTS

If a meter accuracy test discloses a registration error of more than 4%, either fast or slow, all customers' bills that are affected by such error shall be appropriately adjusted, based on the best information available, except that adjustments will not be retroactive more than one year, or to the last meter test, whichever was more recent. If an accuracy test is conducted at the request of the customer, and such test reveals the meter register correctly within the established limits, the customer shall pay the cost of the accuracy test. If an over-read occurred, the customer shall not be charged an accuracy test fee.

IX. COMPLAINTS

The City should investigate customer complaints. A written record of the details of all customer complaints shall be kept for a period of one year.

X. APPEALS

A customer may appeal the application of any provision of the Service Regulations to the City Council whose administrative decision is final.

XI. SUPPLYING AND TAKING OF SERVICE

1. Supply of Service

The City of Liverpool utility services are supplied at rates which are established by City Council and amended from time to time. The City shall bear no responsibility for any occurrence or conditions beyond the point of delivery of service.

2. Continuity of Service

The City shall have no liability and provides no guarantee against irregularities of interruptions in service. Without incurring any liability, the City may change or interrupt utility service when necessary for maintenance, repair, or system improvements. The customer will hold the City harmless from and against all claims for injury or damage to persons or property arising from irregularities or interruptions of delivery of the utility services. A twenty-four-hour advance notice will be posted prior to the planned interruption. Attempts will be made to notify those identified under Section V. (5) when unplanned interruptions occur.

3. Customer Responsibility

The customer assumes all responsibility for any occurrence or condition on the customer's side of the point of delivery. The customer shall not utilize any City utility service for resale, except by means of a contract with the City for that purpose. All utility apparatus, materials and workmanship installed by the customer shall meet all applicable laws and be selected and maintained with the intent of obtaining the maximum in safety, efficiency, and protection of facilities. The customer has the responsibility to protect City service apparatus on the customer's premises from any use, repair, alteration or damage by anyone other than employees or agents of the City. The customer is financially responsible for loss of water on the consumer side of the point of delivery, unless such loss is due to negligence on the part of the City. When a new or reconnect of utility is made, the customer must be physically present at the site of the meter, or else must present to the City a signed statement of release of liability for such action.

A connection between the City water service and a private well or private water system is prohibited.

House numbers must be a minimum size of 3 inches and must be visible from the street.

4. City Inspection

The City retains the right, but does not assume the duty, to inspect the customer's installations at any reasonable time, and to take appropriate action in the event such installations do not conform to the regulations herein. Any customer who obtains utility service from the City by circumventing or tampering with any City utility metering device or apparatus, or by any other means, damages any facility, or interferes with the intent manner of providing utility service shall be in violation of these regulations. Evidence of intention to defraud the City of Liverpool shall result in prosecution as provided by law.

XII. CONSUMER ASSENT

All provisions of these regulations shall be deemed to be incorporated into a contract between the City of Liverpool and its customers, and by the act of applying for and accepting utility service from the City, customer assents to the knowledge and acceptance thereof, as evidence by the signing of the Application of Service.

XIII. NONLIABILITY

Neither the City nor its officers, agents, employees, accountants, and contractors shall be liable to any person other than the City for any act of omission, or condition in a way related, directly or indirectly, to this policy.