

**CITY OF WEBSTER**  
101 PENNSYLVANIA  
WEBSTER, TEXAS 77598  
(281) 316-4120



**UTILITY ACCOUNT APPLICATION**

		Office Use Only	Processed by _____	
Account # _____ - _____ - _____	Service Type:	Residential	Commercial	Date _____
Deposit \$ _____	Deposit Paid By:	Cash	Credit Card	Check # _____

Service Start Date \_\_\_\_\_ Own Home \_\_\_ Rent \_\_\_ Landlord Name \_\_\_\_\_

Name of Applicant \_\_\_\_\_

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

Bill Mailing Address (if different than service address) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone # \_\_\_\_\_ Email \_\_\_\_\_

Drivers License # \_\_\_\_\_ DOB \_\_\_\_\_ S.S. or Fed.Tax ID \_\_\_\_\_

Employed by \_\_\_\_\_ Work Telephone # \_\_\_\_\_

No. of Persons in Home \_\_\_\_\_ Pool: Yes / No Sprinkler: Yes / No

Emergency Contact Person \_\_\_\_\_ Telephone # \_\_\_\_\_

House Bill 859 (Open Records Act) gives you the right to request that your personal information (address, phone numbers, and social security number) not be made available to the public. You may exercise this right by signing below.

Signature \_\_\_\_\_ Date \_\_\_\_\_

I understand that the City will begin water service by making a physical connection located at the meter outside the building or buildings to be served. I understand that the City will not have access to any building served and will not determine if there are any open faucets or water system leaks inside the building. I understand that I am responsible for services provided by the City as charged on my monthly bill. I understand that I am responsible for late fees, reconnect fees, and any charges incurred in accordance with City Ordinance(s). I understand and agree to abide by the service agreement on the next page of this application.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

# SERVICE AGREEMENT

## I. PURPOSE

The CITY OF WEBSTER 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 service agreement is to notify each customer of the 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 WEBSTER will begin service. In addition, when service to an existing connection has been suspended or terminated, the CITY OF WEBSTER will not re-establish 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 that 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 that provides water for human use.
- E. No solder or flux that contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

## III. SERVICE AGREEMENT

The following are the terms of the service agreement between the CITY OF WEBSTER and the Customer:

- A. The CITY OF WEBSTER will maintain a copy of the agreement as long as the Customer and/or the premises is connected to the CITY OF WEBSTER.
- 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 WEBSTER 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 private water distribution facilities. The inspections shall be conducted during the CITY OF WEBSTER's normal business hours.
- C. The CITY OF WEBSTER shall notify the Customer in writing of any cross-connection or other potential contamination hazard that has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections 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 WEBSTER. Copies of all testing and maintenance records shall be provided to the CITY OF WEBSTER, annually if required.

## IV. ENFORCEMENT

If the Customer fails to comply with the terms of the Service Agreement, the CITY OF WEBSTER 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.

# WELCOME TO WEBSTER!

The City of Webster provides you with water, sewer, and drainage utilities.

A deposit and application for service is required for each metered account that the City of Webster services. The City retains this deposit as long as the account is active. When the utility account is closed, the deposit is applied to the final bill. A refund will be issued for the balance if the final bill is less than the deposit, or a final bill will be sent to you if there is a balance due. Please be sure to call the Utility Billing office at (281) 316-4120 with your end-of-service date and forwarding address when closing your account.

The water meters are read each month prior to billing. The utility bills are mailed out at the end of the month. Payments are due on the 20<sup>th</sup> of the month following the service period. The exception to this due date is if the 20<sup>th</sup> occurs on a weekend day, in which case your utility bill is due on the following business day. The due date is listed on the utility bill. Utility accounts that are not paid by the due date will incur a 10% penalty added to the account.

Utility bills may be paid by one of the following methods: with cash, check, VISA or MasterCard at City Hall, Monday - Thursday from 7:30 a.m.-5:30 p.m. and Friday from 7:30 a.m.-11:30 a.m.; dropped into the night deposit box located in front of City Hall at 101 Pennsylvania; by bank draft established in the Utility Billing office at (281) 316-4120; by mail; or online at [www.cityofwebster.com](http://www.cityofwebster.com). All payments are posted to accounts the same day they are received. Note: all payments must be received in the Utility Billing office by the due date to avoid a 10% penalty charge.

Utility accounts that are not paid prior to the end of the month will receive a final reminder posted at your service address. This final reminder is notification that your utility service will be disconnected by the City if payment is not received by the date stated on the notification. The City will only reconnect service after payment of the delinquent balance plus a \$20.00 reconnection fee is received in the Utility Billing office.

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Republic Waste provides trash service in the City of Webster. There is no charge for residential customers. Trash is scheduled for pick up on Monday and Thursday. Wheeled trash containers are available for residents by contacting Republic Waste at (713) 726-7300.

Commercial customers within the city limits also use Republic Waste to provide trash service. Commercial accounts should contact Republic Waste at (713) 726-7300 to establish trash service.

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Please make sure that your home address is clearly visible from the street. This is important for effective fire and police protection. Please feel free to contact our office concerning questions about your bill. We are here to serve you.

Call Public Works at (281)316-7200 for service related questions.