

WELCOME TO THE CITY OF COMANCHE

NEW WATER ACCOUNT SERVICE INSTRUCTIONS:

1. COPY OF DRIVER'S LICENSE/STATE ISSUED IDENTIFICATION
2. CHECK, MONEY ORDER, CASH OR CREDIT CARD IN PERSON/MAIL FOR DEPOSIT OF \$150.00 FOR RESIDENTIAL AND \$200.00 FOR COMMERCIAL
3. IF YOU NEED TO EMAIL OR FAX ANY OF THE ABOVE. PLEASE EMAIL MKNIGHT@CI.COMANCHE.TX.US
FAX 325-356-2137
4. ALL ITEMS MENTIONED MUST BE PROVIDED AT TIME-OF-SERVICE REQUEST. WATER WILL NOT BE CONNECTED WITHOUT ALL DOCUMENTATION.

TO HAVE WATER TURNED ON SAME DAY WE MUST RECEIVE ALL PAPERWORK BY 3:00 P.M. AFTER 3:00 P.M. SERVICE WILL BE CONNECTED THE NEXT BUSINESS DAY.

CITY OF COMANCHE

**101 E. Grand
Comanche, Texas 76442**

**Mary A. Boyd – Mayor
mboyd@ci.comanche.tx.us**

**Phone 325-356-2616
Fax 325-356-2137**

**APPLICATION FOR WATER, SEWER, AND GARBAGE SERVICE
SERVICE AGREEMENT**

Customer Name or Business: _____

Date of Birth: _____

Service Address: _____ **Phone Number:** _____

Mailing Address: _____ **City:** _____ **State:** ____ **Zip:** _____

Gender: (Circle one) M F **Race:** (Circle one) White Hispanic Other: _____

Spouse/Co-applicant Name: _____ **Date of Birth:** _____

Driver's License Number: _____ **Ethnicity** _____

Email Address (PLEASE PRINT CLEARLY) _____

- I OPT IN for email correspondence for utility billing (no paper bill will be mailed).
- I DECLINE email correspondence for utility billing and understand bills shall be mailed regular mail.

(Circle one) Owner/Buyer - Realtor - Landlord - Leasing/Leaser - Renting/Tenant

If Renting/Leasing Owner: _____ **Phone** _____

Date of Application: _____ **Enroll in ACH Draft:** (Circle One) Yes or No

Start Date for Water, Sewer, Garbage Service: _____

Employed by: _____

Phone: _____

Deposit:

Residential \$150.00
Commercial \$200.00

CVFD Donation –add \$2.00 to bill

- yes – 6 months minimum
- no

Terms and Conditions-

Water, Sewer, and Garbage bills are due by 5 p.m. on or before the 15th day of each month. A penalty of 10% of the account balance will be assessed if payment of utility bill is not received by 5 p.m. on the 15th of each month for the current month. Bills remaining unpaid after 5 p.m. on the 20th day of each month will be delinquent; water and garbage service will then be discontinued. This means the monthly bill must be paid by 5 p.m. on the 20th day of the month in which it is received to avoid disruption of service. A late fee of \$50.00 will be assessed on the 20th day of each month on bills remaining unpaid. See Ordinance 8-2017 at the Comanche City Hall for other fees, which may be assessed in connection with your utility bill.

I have read the terms and conditions above and by signing this form, I agree to the said terms and conditions and would like to establish service with the City of Comanche.

Signature _____

CITY OF COMANCHE UTILITY DEPARTMENT CONFIDENTIALITY FORM

Information in your City of Comanche Utilities 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 Utilities Customers) provides that a customer of a government-operated utility may request the the government-operated utility disclose personal information in a customer's account record, including the customer's address, or any information relating to the volume of units of utility usage, or the amounts billed to or collected from the individual for utility usage.

Additionally, a customer or representative of the customer may receive information 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 the Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below and return this form.

Information cannot be kept confidential until this completed and signed form is received and processed by the Utility Department.

Release of Information:

Customer Name: _____ Account Number: _____

Service Address: _____

Mailing Address: _____

Home Phone: _____ Cell Phone: _____

Signature of Customer: _____ Date: _____

You may rescind your request for disclosure by providing the City of Comanche Utilities Department with written notice. A government-operated utility or an officer or employee of a government operated utility is immune from civil liability for a violation of the 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 sub-contractor 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 personal information; or
- (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

POLYCART REQUEST FORM

Today's Date: _____ Account Number: _____

Customer Name: _____

Service Address: _____

Phone Number: _____

Currently has _____ polycart(s).

Pick up _____ polycart(s).

Deliver _____ polycart(s).

Initial Selection

Residential	1 Polycart	\$18.56 + tax	
Residential	2 Polycarts	\$31.05 + tax	
Residential	3 Polycarts	\$43.54 + tax	
Commercial	1 Polycart	\$21.91 + tax	
Commercial	2 Polycart	\$37.23 + tax	

Signature of Customer: _____ Date: _____

CITY OF COMANCHE WATER/SEWER SERVICE AGREEMENT

WATER/SEWER SERVICE AGREEMENT:

I. PURPOSE. The City of Comanche 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 Comanche will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system 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 airgap 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 airgap 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 0.25% 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 Comanche (the Water System) and _____ (the Customer).

A. The Water System 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 Water System 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 Water System's normal business hours.

C. The Water System 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 reinspection.

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 Water System. Copies of all testing and maintenance records shall be provided to the Water System.

IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the City of Comanche 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.

CUSTOMER'S SIGNATURE: _____

DATE: _____