

DOGWOOD ESTATES WATER COMPANY
106 E. CORSICANA STREET ATHENS, TEXAS 75751
P.O. BOX 1230 ATHENS, TEXAS 75751
PHONE: 903-675-6894
Fax: 903-675-5619

Office Use Only
Customer # _____
Meter # _____
Read Order # _____

APPLICATION FOR WATER SERVICES

*24 hour notice required for turning on or off water service.

CUSTOMER NAME _____ DATE _____

SERVICE ADDRESS _____

BILLING ADDRESS _____

Two Contact Numbers must be provided for Customer:

Home Phone _____ Work Phone _____ Cell Phone _____

Do you own the home? _____

If not, Landlord's Name: _____ Phone Number _____

Landlord's Mailing Address _____

Form of ID must be presented (SS card, DL or other ID)

ID Presented _____ Document # _____ Exp. date _____

ALL SERVICE FEES AND CHARGES ARE NON-REFUNDABLE

Transfer Fee	\$25.00	If name on account is transferred.
Inspection Fee	\$35.00	Required for each account.
Deposit	\$50.00	Required for each account, refundable after 18 months of good payment history, or upon move-out.
Tap-on Charge	\$500.00	For installation of new 5/8" meter. Additional costs such as road bores, line extensions, or larger meter taps charged at actual costs.
Late Charge	\$5.00	If account payment is <u>received after</u> 15 th of month.
Reconnect Fee	\$25.00	If account is not paid in full on or before the 26 th .

If you pay your bill by check and your check is returned to us, it will be re-presented electronically and your account will be debited for the amount of the check plus the state allowed fee.

Prior to continual service, a "Licensed Customer Service Inspector" must complete an inspection and verify the presence of backflow prevention devices on every outside faucet on the property. Service will be terminated if Inspection is not completed within 10 days of original application.

Signature of Applicant _____ Date _____

*******IMPORTANT INFORMATION REGARDING WATER HEATERS*******

Electric water heaters have a tendency to siphon water out when there is a line break. This is especially true with the water heaters in mobile homes. If this occurs, the elements may burn out. A check valve should be installed in your line where the water enters your home. DEWCO will not be responsible for damages to your water heater.

Initial: _____

DOGWOOD ESTATES WATER CO.

SERVICE AGREEMENT

I. **PURPOSE.** Dogwood Estates Water Company (DEWCO) is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions that 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 DEWCO 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. **PLUMBING RESTRICTIONS.** The following plumbing practices are prohibited by State regulations.

- A. No direct connection between the public drinking 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 return to public drinking 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 or plumbing at any connection which provides water for human use.

III. **SERVICE AGREEMENT.**

- A. The rate charged for water is the current water rate schedule adopted by DEWCO.
- B. The minimum water bill is due each month that a meter is in place even if no water is used.
- C. Water service may be discontinued if an account becomes delinquent by more than 10 days. A reconnecting charge of \$25.00 is assessed.
- D. Water service may be terminated at the request of the customer upon written notice to DEWCO.
- E. If water service is terminated by request of the customer or due to nonpayment of accounts, the meter may be removed from the location at the option of DEWCO. Water service is restored upon satisfaction of account balance and upon payment of the reconnect fee.
- F. The customer is responsible for all water metered and any line repairs necessary between the water meter and the customer's house or office.
- G. Agents or employees of DEWCO are granted the right to enter the property of the customer to the extent necessary for convenient reading of the meters, to make repairs to the water system, or for the installation of additional water lines in easements established for that purpose. The customer is responsible for all lines, valves, and other devices on the customer side of the meter. However, right to enter property is granted for the purpose of inspection and/or testing of any part of the distribution system, including line valves and other devices owned by the customer. The customer shall allow his property to be inspected for the possible cross-connection and other undesirable plumbing practices. These inspections shall be conducted by DEWCO or its agent prior to initiating service and periodically thereafter.
- H. DEWCO shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- I. The customer shall immediately correct any undesirable plumbing practices on his premises.
- J. Any automatic sprinkler system installed that is connected to water system shall include, at customer's expense, a **testable dual check valve** at the meter. This must be inspected by a licensed inspector at time of installation and all associated expenses shall be the responsibility of the customer.
- K. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by DEWCO. Copies of all testing and maintenance records shall be provided to DEWCO. **DEWCO requires a backflow prevention device installed on all outside faucets and other connections. Prior to service, the customer shall, at his expense, pass an inspection performed by a "Licensed Customer Service Operator." The licensed operator must provide proof of certification and the completed Inspection Certificate to DEWCO prior to service turn-on.**

IV. **ENFORCEMENT.** If the customer fails to comply with the terms of the Service Agreement, DEWCO shall either, at its opinion, 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 _____

ALL DOGWOOD ESTATES WATER CUSTOMERS

We want to take this opportunity to thank you for becoming one of our customers. We will make it our goal to provide the best possible service to our customers and maintain quality drinking water.

We would encourage each of our customers to do the following to be prepared in the event of an emergency.

- 1) **Locate your shut off valve on your side of the meter.** (If you are available the day that our licensed technician is inspecting, he will be glad to show you how to use this shut off valve in case of an emergency.)
- 2) If you do not have a shut off valve, we encourage you to install one. We will be glad to install a shut off valve on your side of the meter for a fee of \$45.00.
- 3) At the customer's request for water shut off, we will make one complimentary visit; however, each additional visit for shut off at the customer's request will be a \$35.00 trip charge.

Policies and procedures that govern the month-to-month billing cycle:

- Meters will be read on approximately the 25th of each month.
- Bills will be sent as near to the end of the month as possible.
- Payments will be due **on or before** the 15th of the month, including weekends and/or holidays, at which time the account will be subject to a late fee of \$5.00. We accept personal checks, cash and credit card payments. Pay online at www.dogwoodwater.com, in person at 106 E. Corsicana St., Athens TX 75751 or by mail at P.O. Box 1230 Athens TX 75751. You can also call in a payment over the phone at 903-675-6894.
- Notices for termination of service will be sent on approximately the 16th of the month to customers who have not paid in full by that time. This notice will allow customers 10 days to make payment and avoid an interruption in service.

According to the rules and regulations agreed upon by the TCEQ, Dogwood Estates Water Co., and Dogwood Estates Water Co. Customers, water service on delinquent accounts is shut off on or about the 28th of each month. The terms for reconnection of service will be a \$25.00 reconnect fee and full payment on the account unless other payment arrangements are made.

CUSTOMER COPY

DOGWOOD ESTATES WATER COMPANY

106 E. Corsicana Street P.O. Box 1230 Athens, TX 75751

Ph: 903-675-6894 Fax: 903-675-5619

AUTHORIZATION FOR AUTOMATIC DRAFT

I authorize Dogwood Estates Water Co., to draft my account each month for the total amount owed.

Customer Name: _____

Customer Address: _____

Customer Phone #: _____

Dogwood Estates Water Co. Acct # _____

Financial Institution: _____

Bank Routing # : _____

Bank Account #: _____

Termination of this agreement can only be accepted from the designated party and must be submitted in written form.

If there should be insufficient funds to cover the total payment due, a \$30 charge will be added to your account, along with any other fees that may apply.

Customer Signature:

_____ **Date:** _____

Dogwood Estates Water Co.:

_____ *Date:* _____