

**City Of Pasadena, Texas
Residential Services Application**

Please note that applications will not be processed without the following:

Photo identification, SSN, \$30 non-refundable connect fee to cover maintenance and administrative costs related to opening an account and a deposit (**Owner - \$125, Renter - \$150**); **first and last pages** of either the settlement statement or lease agreement (**IMPORTANT:** all names on ownership or lease documents will be listed on the account); the account will be billed as of the date on the aforementioned documents and may be subject to back bill charges; additional deposits are required if there is a separate meter for irrigation purposes (based on the size of meter); if there is a swimming pool at the service address, an additional \$25 deposit is also required. **The Water Billing Office requires one working day notice to connect service. If same day service is requested, a fee of \$25 is assessed.** We must receive your application by 4 PM Monday through Thursday and by 12:30 PM on Fridays for same day service. **NOTE: we reserve the right to hold or delay service requests if service location was recently disconnected for non-payment.**

Connect Date: _____ Service Address: _____

Applicant Name: _____ Driver's License or ID# _____

Date of Birth: _____ Is applicant 65 or Older? Yes No If yes, applicant qualifies for discounted rates.

SSN: _____ Contact#: _____ Alternate Contact#: _____

Email Address: _____

Mailing Address (if different from Service Address): _____

Spouse/Other Occupant Name: _____ DL or ID# _____ DOB: _____

Spouse/Other Occupant SSN: _____ Contact#: _____

Owner Name (if renting): _____ Owner Phone# _____

Animal Shelter and Adoption Center Voluntary Donation Program: I/we understand that a recurring monthly \$1 donation will be added to all new water billing accounts established after **February 6, 2024** to support the City's Animal Shelter and Adoption Center. You can choose not to participate in this voluntary program by requesting an "opt-out" form from Water Billing when you submit this application, or you may deduct the donation from the billed amount when making a payment. However, these donations do so much for our furry friends that we hope you will partner with us to make a positive difference in our community's animal care and welfare. * Your donation is tax deductible as provided in section 170 (c)(1) of the Internal Revenue Code.*

Account Confidentiality: In an effort to protect sensitive customer information from predatory practices, Chapter 182 of the Texas Utilities Code states that a municipally owned utility (MOU) may not disclose customer information (including the customer's address) under the Public Information Act (PIA) unless the customer elects to make the information public. The disclosure of information form can be requested from Water Billing. Exceptions apply.

I (we) hereby apply for services at the above address. I (we) understand that there is a \$30.00 non-refundable fee to cover maintenance and administrative costs related to opening an account. I (we) understand that the bill is due and payable **18 days** from the billing date. Sec. 37-44 of the Code of Ordinances states that **failure to receive a bill does not relieve the obligation to pay nor waive penalty for failure to pay when due.** In addition, I (we) am aware that I (we) don't need to be home to connect service, but if there is a leak, open pipe or open faucet, the technician will turn the water off at the meter. If I (we) request for City staff to return to the premises to turn the water on, there will be a \$20.00 return trip fee.

In addition, I/we understand that the City verifies the personal information provided on this application using various databases. If the City determines that I or other people shown as owners or listed on a lease owe past due balances to the City, I/we will be responsible for payment of those balances or they can be transferred to this new account.

Signature: _____ Date: _____

Co-Occupant Signature: _____ Date: _____

IMPORTANT - Please note that your water and sewer bills are based on the amount of water you use. Every customer has a water meter that separates the city's water system from his/her private plumbing system. Once the water passes through the meter, the customer has purchased it and it no longer belongs to the city. **Notice:** Per City Ordinance #2008-107, the City charges a water and sewer meter size base fee for all meters larger than the standard 5/8th.

1202 Southmore Ave 77502 • PO Box 1337 • Pasadena, TX 77501-1337 • Phone (713) 475-5566 • wbcspasadenatx.gov

For Office Use Only: CSR Initials/#: _____ Same Day Connect? Y N Account#: _____

City of Pasadena & El Cary Estates Service Agreement

- I. **PURPOSE.** The City of Pasadena is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the City of Pasadena will begin service.
- 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 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 Pasadena and the Customer.
- A. 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 Pasadena 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 Pasadena's normal business hours.
 - B. The City of Pasadena 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 re-inspection.
 - C. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - D. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Pasadena. Copies of all testing and maintenance records shall be provided to the City of Pasadena.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City of Pasadena 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.

Your Role as a Water Customer

By taking steps to control cross connections and prevent the possibility of backflow at your home, you will help to protect the public water supply and ensure that your family continues to enjoy safe drinking water.

Hose bibb vacuum breakers must be installed on each of your outside faucets. The hose bibbs must be installed before the service technician arrives at the service address. If the technician does not see them, water service will not be connected. You will be then be required to contact the office once they have been installed to have water service connected and a \$20 trip fee will be assessed.



These inexpensive devices are designed to allow water to flow in only one direction. You can find them at most home supply stores and through plumbing suppliers.

Customer's Signature: _____

Date: _____