



APPLICATION FOR WATER/WASTEWATER SERVICE

WNS# _____

DATE: _____

S. ANALYST: _____

Welcome to the City of Houston and thank you for your interest in establishing a water/wastewater account with Customer Account Services.

In addition to a completed application for service, the following information is required on all new water/wastewater accounts. Please read the following information carefully:

- **No application will be accepted in the name of Lessee or Tenant on multi-family/multi-unit accounts.**
- Owners: Property owners must provide a copy of the recorded deed to establish water service. If initiating service on same day of closing, a copy of the signed notarized deed with description of property/exhibit A will be accepted, pending receipt of the recorded deed within 60 days from the service initiation date.
- Lessee: Tenant must provide a valid lease agreement to establish water services. The lease must include names, address, and telephone numbers of lessor and lessee, lease term dates (commencement date/end date) in month/day/year format, the utility clause stating that lessee is responsible for water/wastewater service, and signature pages signed by both lessor and lessee. Handwritten lease agreements must be notarized.
- Applicant must provide a copy of a valid employer identification number certificate or (form ss-4, letter 147c, letter 4168c) we are unable to accept a W-9 form.
- If the applicant is a Home Owner's Association (HOA), the applicant must provide a copy of the Articles of Incorporation and recorded deed.
- Security Deposits: Per City Ordinance 47-68, Section C – Service will not be initiated until the deposit requirement is paid in full. Customer Account Services will not waive security deposits.
- For deposits greater than or equal to \$5000.00, a Surety Bond form can be requested. Utilization of a surety bond requires payment of one third of the total deposit in cash and **MUST** be paid at the time of application. The Surety Bond **MUST** be received by Commercial Connects within thirty (30) days of application or service may be terminated without further notice. If the Surety Bond is not received in the required 30 days, a bond may no longer be accepted.
- Accounts activated greater than sixty (60) days from date of responsibility (per Deed or Lease) will be charged a failure to make application fee and may be subject to back-billed charges for consumption used.

The completed application and other required documentation may be submitted via:

- Fax at 713-371-1057,
- Email at ucscomm@houstontx.gov or CASCOMM@houstontx.gov
- Mail to Commercial Connects, First Floor, 4200 Leeland, Houston, Texas 77023-3016

Deposits may be paid via telephone at 713-371-1400, Quick Pay through the Customer Account Services' website at www.houstonwaterbills.org, local grocery store payment center, or Western Union. Payment may also be mailed to Commercial Connects, First Floor, 4200 Leeland, 1st Floor, Houston, Texas 77023 - 3016.

For additional information, please visit the Customer Account Services' website at www.houstonwaterbills.org.

CITY OF HOUSTON

Application for Water/Wastewater Service

This application is for Residential, Multi-Family, Commercial, Government and Church customers initiating a new water service account (s) or to establish an additional service. Please complete all blanks. Incomplete forms may delay the application process or result in the denial of service. **This revised application dated 5/20/2020 will be the ONLY application acceptable for processing.**

APPLICATIONS WILL NOT BE ACCEPTED IN THE NAME OF LESSEE OR TENANT ON MULTI-FAMILY/MULTI UNIT ACCOUNTS

I. General Information:

Select the account type you wish to establish:

Single Family Residential Government Commercial Non-Profit Multi-Family

If Multi-Family Units, please indicate the number of apartments/units: _____

Today's Date: _____ Date of Deed or Lease: _____ Request Date for Service: _____

Name on Deed or Lease (Account Holder's Name): _____

Service Address: _____ City: _____ State: _____ Zip+4: _____

Day Phone: _____ Evening Phone: _____ Fax Number: _____

Cell Phone: _____

E-mail Address: _____

Federal Tax ID No.: _____ SS No.: _____

State Tax ID No.: _____ State Issued: _____

Driver's License No.: _____ State Issued: _____

Name of Property owner/Landlord: _____

Same as above

Address: _____ City: _____ Zip: _____

Day Phone: _____

E-mail Address: _____

Is there a fire line associated with this account? Yes No

If yes, select the type of fire line: Metered Unmetered

ONLY COMPLETE BELOW IF YOU ARE APPLYING FOR ADDITIONAL ADDRESSES NOT STATED ABOVE

Are there additional meters associated with this service address? Yes No If yes, list additional meters below.

Service Address

Meter Number

_____	_____
_____	_____
_____	_____

Mailing Address: (If left blank the bill will be mailed to the service address)

Attention: _____ Phone Number: _____
Address: _____ City: _____ State: _____ Zip+4: _____

II. Authorized Payment Agent: (If this section is filled a Management Agreement is required)

PLEASE COMPLETE THIS AREA ONLY IF USING A THIRD-PARTY MANAGEMENT OR PAYMENT HANDLING ENTITY

Management/Payment Handling Company Name (as it appears on the management agreement):

Address: _____ City: _____ State: _____ Zip+4: _____
Day Phone: _____ Fax No.: _____ Cell Phone: _____
Email Address: _____

III. Property/Business Type:

Please select one under each category of business or property type listed below.

Please note, a recorded deed will be required to establish water service depending on the type of account.

COMMERCIAL

- One Unit
- Two Units
- Three or more
- Condo/Townhouse
- Apartments
- Trailer Park
- Strip Center
- Shopping Center
- Hotel/motel
- Bank/Building
- Restaurant/bakery
- Laundromat
- Plater
- Mortuary
- Car Wash
- Auto Repair/Svc Station
- Church
- Non-Profit, per IRC Section 501 (C)(3)
- Not applicable

MULTI-FAMILY

- Two Units
- Three Units
- Four Units
- Condo/Townhouse
- Apartments
- Trailer
- Park
- Not applicable

GOVERNMENT

- Country Government
- State Government
- Federal Government
- City Government
- Not applicable

EDUCATION

- Private School
- Public School
- Private College
- Public College
- Not applicable

INDUSTRY

- Laboratory
- Hospital/Health Care
- Restaurant/Cafeteria
- Bakery/Food/Beverage production or processing (including breweries, dairies, and beverage bottling)
- Metal forming, finishing or recycling
- Waste/wastewater treatment or combustion (including landfills)
- Dental office
- Industrial Laundry
- Chemical blending or manufacturing (including organic chemicals, inorganic chemicals, fertilizers, and pesticides)
- Ink, paint or printing
- Leather tanning or finishing
- Paving or roofing materials
- Pharmaceutical or food supplements
- Porcelain enameling
- Pulp, paper or paperboard manufacturing
- Rubber manufacturing
- Not applicable

Does the facility discharge non-domestic waste (i.e., wastewater that was not generated from typical household use such as restrooms, showers, meal preparation, and laundry from residential or commercial buildings)?

YES NO

Wastewater discharges from non-domestic sources must be reviewed for organic loading capacity and industrial wastewater permit requirements. Contact the Industrial Wastewater Service if the sanitary sewer discharge contains non-domestic waste. Failure to comply with industrial wastewater permit requirements may result in termination of service or other enforcement remedies according to Chapter 47 Article V of the City of Houston Code of Ordinances.

Business Types:

DBA: Yes No

DBA Name: _____

General Partnership

Ltd. Partnership EIN#: _____

General Partner's Name: _____

Partnership/Joint Venture EIN#: _____

General Partner's Name: _____

LLC EIN#: _____

General Partner's Name: _____

Sole Proprietor/DBA SS#: _____

Owner's Name: _____

Corporation EIN#: _____

Home Owner's Association Name: _____ Articles of Incorporation required.

IV. Confidentiality/Acknowledgement:

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:

V. Customer Service Agreement:

§PLEASE READ BEFORE SIGNING§

- I. **PURPOSE:** HOUSTON PUBLIC WORKS (Water System) 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 Water System will begin service. In addition, when service to an existing retail 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 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 HOUSTON and owner or contractor, as a representative of the owner.
 - 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. Any Irrigation system that is connected to Public or private water supply must be connected through a backflow prevention assembly approved by TCEQ.
 - E. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - F. All backflow prevention assemblies that are installed on either Containment (meter) or individual point of connection within the private water system (Isolation) and are classified as health hazard must be tested at least annually.
 - G. 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 Water System may, at its option, (a) terminate service, (b) properly install, test, and maintain an appropriate backflow prevention device at the service connection, and/or (c) exercise any other remedy available to it by law, including the issuance of a municipal citation. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

By my signature below, I certify that: I have read this Customer Service Agreement in its entirety; and I am authorized to enter into this Agreement and to bind the Customer to all its terms and conditions.

I further understand that the City of Houston shall have the right to terminate water/wastewater service if any of the information provided in this application is determined to be false. In addition, I understand and agree that the City of Houston, through its authorized employees, shall have access to its equipment at all reasonable times for the purpose of reading meters, inspection, testing, repairing, and/or replacing any equipment which is the property of the City of Houston. If such equipment is located where an electronic security system is required, the City of Houston shall be provided with the security pass code for access to the property. I understand the City of Houston has the right to estimate a bill due to inclement weather, when the meter is inaccessible, and/or obstructed. I understand all accounts are subject to a fee of \$35.01 for back billing according to the execution date of the deed or the commencement date of the lease. In addition, I understand that I am responsible for all minimum bills regardless of whether 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 in accordance with City of Houston Code of Ordinance 47-39, if I no longer require 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 days prior to the time I require premises to be disconnected. I understand it is my responsibility to notify the department of any changes regarding my contact information; i.e., mailing address, telephone number(s), and/or e-mail address.

By my signature below, I acknowledge that I am the authorized business representative and it is my responsibility to establish water/wastewater service with the City of Houston and all information provided in this application is true and correct. I agree to comply with all Customer Account Services' Policies and Ordinances as governed by the City of Houston Water and Sewer Code of Ordinances Chapter 47 Sections I-XXI, as they currently read or are updated and revised by City Council.

I am the:

- Property Owner
- Third Party Agent *(If selected, a Management Agreement is required)*
- Tenant

Printed Name

Title

Applicant's Signature

Date