



Application and Agreement for City Water, Sewer & Trash Services

Date Service is to Begin: _____

Name : _____

Service Address : _____

Mailing Address: _____

Telephone: Home: _____ Cell: _____ Work: _____

Email Address: _____ Email Bill? YES ___ NO ___

DL: _____ State: _____ DOB: _____ (Must provide copy of Drivers License)

Employer : _____ Employer Phone : _____

Employer's Address : _____

Proof of Residency is required. Please provide a copy of Rental Agreement or 1st page of Closing Disclosure.

Do you Rent _____ or Own _____?

If you rent, please complete the following:

Landlord/Realtor's Name: _____ Phone: _____

Address: _____

In Case of Emergency

Name : _____ Phone: _____

Address: _____

Trash Collection (Please Check Your Choice)

Trash

_____ Customer's Own Container

_____ Waste Management Wheeled Cart (\$4/mo)

Recycle

_____ 18 Gallon Recycle Bin (free)

_____ Waste Management Wheeled Cart (\$4/mo)

Brush and limb pickup are available on the 1st Thursday of each month for the GOLD zone, and the 3rd Thursday of each month for the GREEN zone. A spring and fall cleanup is available for all other bulk items. The date for these pickups will be announced on your utility bill and on the Live Oak marquees. For Hazardous Material pick up, please call Door to Door at (800) 449-7587.

Deposit Agreement

I hereby agree to the following conditions:

1. _____ The water deposit is \$100 and is refunded after 3 years of good payment history or when you move out. If you have been disconnected for nonpayment or have had an insufficient funds check, your deposit will be held until you move out. There is a \$15 non refundable application and turn on fee, which is charged when you open your account.
2. _____ Water turn-on hours are from 8:00am – 4:00pm Monday through Friday, excluding holidays. While not necessary, it is the responsibility of the customer to have someone at the residence during turn on to ensure faucets and spigots are turned off. The City of Live Oak is not responsible for any damage incurred due to fixtures being left on in or out of the residence.
3. _____ You must order your water service turned off when you move out or permanently leave the premises, and leave a forwarding address.
4. _____ If you do not receive your bill, it is your responsibility to contact the Utility Billing office and determine the amount of your bill.
5. _____ Bills not paid by the due date will incur a 10% penalty and a late letter will be sent out to remind you.
6. _____ If water service is disconnected for nonpayment, a \$30.00 disconnect fee will be added to your account. Payment and disconnect fees must be collected before service can be restored. Services are restored during business hours only; Monday through Friday 8:00am – 5:00pm, excluding holidays.
7. _____ If your water has been disconnected for nonpayment, do not turn the water back on yourself or you will be charged a tampering fee. The City of Live Oak charges \$75 for the first incident and \$150 for the 2nd incident.
8. _____ Payments are accepted anytime at the drop box located at the end of the driveway in front of City Hall or online. During business hours, Monday through Friday, 8:00am – 5:00pm, over the phone, or in person at City Hall. We also offer electronic bank drafts (please ask the utility dept. for an agreement form).
9. _____ There will be a 25.00 charge added to your account for any returned check or draft.

In consideration for receiving water and/or sewer service from the City of Live Oak, Texas, at the above location, I hereby acknowledge responsibility for payment of service billings. Payment by the indicated due date is required to prevent interruption of service. I am responsible for water/sewer service until my account is closed and paid in full.

CUSTOMER SIGNATURE _____ **DATE** _____

Office Use Only

Account Number _____

Service Order Number _____

Employee _____