



**Application and Agreement for City Water, Sewer & Trash Services**

Date Service is to Begin: \_\_\_\_\_

Name(s) on account: \_\_\_\_\_

Service Address : \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Home: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_

Email Address: \_\_\_\_\_

Only Email Bill? YES \_\_\_\_\_ NO \_\_\_\_\_ Email and Mail? YES \_\_\_\_\_ NO \_\_\_\_\_

DL #: \_\_\_\_\_ State: \_\_\_\_\_ DOB: \_\_\_\_\_

Proof of Residency is **required**. Please provide a copy of Rental Agreement, management agreement or 1<sup>st</sup> page of Closing Disclosure.

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 pickup runs 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 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.

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## Deposit Agreement

I hereby agree to the following conditions (please initial):

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 am – 2:30 pm 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 complete a termination of service form when you 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. Bills not paid by the due date will incur a 10% penalty and a late letter will be sent out to remind you.
5. \_\_\_\_\_ If water service is disconnected for nonpayment, a \$30.00 non-payment fee will be added to your account. Payment in full must be collected before service can be restored. Services are restored Monday through Friday 8 am – 4 pm, excluding holidays.
6. \_\_\_\_\_ 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.
7. \_\_\_\_\_ Bills can be paid at City Hall, by credit card over the phone, on the web once you have set up an online account, by bank draft, and by placing it in the drop box located in front of City Hall at the end of the driveway or by mailing it to City Hall.
8. \_\_\_\_\_ 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 listed address, 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** \_\_\_\_\_

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Office Use Only

Account Number \_\_\_\_\_

Service Order Number \_\_\_\_\_

Employee \_\_\_\_\_