

# City of Live Oak

## Utility Policy

### New Water Accounts

- An application needs to be completed, initialed and signed where indicated. The application may be obtained in our office at the Live Oak City Hall or on our website at [www.liveoaktx.net](http://www.liveoaktx.net) . Please call our office for additional information.
- A copy of a lease agreement, closing disclosure from a purchase or management agreement between property owner and management company must be submitted. Proof of ownership can be verified through Bexar County Appraisal District website.
- The new account will be opened in the name on the legal document and any additional name the legal tenant/owner/manager would like to add. Application must be signed by the legal tenant/owner/manager.
- Customer must show a legal ID (driver's license, concealed handgun license, passport)
- Each residential account must put down the \$100.00 deposit. Deposits are accepted in cash or credit/debit cards only. No checks for deposits.
- For commercial accounts, the meter deposit varies depending on the meter size.
- For property management companies: A copy of the agreement between the legal property owner and the management company in question must be submitted. We also collect deposit every time an account is opened.
- **\*Exception:** At the discretion of the billing department, if the management company has had the property in their name numerous times before and has left the account in good standing, we do not need another copy of the agreement, but another deposit will have to be paid.
- New account requests must be submitted by 2:30 Monday -Friday for same day turn-on, excluding holidays. Applications submitted after 2:30 will be completed the next business day. There are no new services started or re-connections made on Saturday or Sunday.

- While it is not necessary for the customer to be at the property at the time services are turned on, it is the responsibility of the customer to make sure there are no faucets on inside or outside of the residence. The City of Live Oak is not responsible for any damages incurred due to fixtures which have been left on.

## Account payment options

- \* In person at Live Oak City Hall 8001 Shin Oak Dr., Live Oak, TX
- \* By mail
- \* Placed in the convenient drop-box located at City Hall.
- \* By bank draft
- \* By phone at 210.653.9140 ext. 2200 or 2110
- \* On our website at [www.livetx.net](http://www.livetx.net) . (An additional fee will apply)
- \* By using our Interactive Voice Recognition system (IVR) at 833.257.8352 (An additional fee will apply)
- We will not hold post-dated checks.
- If you do not receive your billing statement, it is your responsibility to contact the billing office and determine the amount of your current bill. Statements not paid by the due date are subject to a 10% penalty and a late notice will be sent out as a reminder.
- There will be a \$25.00 fee added for a returned check or NSF draft.
- If your account is not paid by the indicated date, a \$30.00 non-payment fee will be added to the account and the meter will be locked. Payment must be received totaling the entire balance due for services to be restored. Services are restored only between 8-4 Monday-Friday, excluding holidays.
- If your services have been disconnected due to non-payment, DO NOT turn your meter on yourself or you will be charged with meter tampering.

***\*Tampering with a meter is a Class A Misdemeanor in Texas and punishable by a fine not to exceed \$4000.00, a confinement in jail for a term not to exceed 1 year, or both.***

The City of Live Oak charges \$75.00 for the first incident of meter tampering and \$150.00 for the second incident.

## Termination of Service

You must complete a Termination of Service form when you permanently leave the residence and supply us with a forwarding address. **\*\*If you move out of Live Oak with an outstanding balance on your account, the outstanding balance will be due in full before you can begin services at another location in Live Oak.**

## Account Changes- Adding a Name

- A current account holder may add someone to their account by completing the Name Change/Additional Name form. The form must be signed by the current account holder or by the person who has a POA for the customer.
- The new person added will need to provide contact information (mailing address, phone number and email address) at the time of the request. Both parties will need to sign the document.
- By signing the document, the newly added party will need to understand they are subject to the same rules of the account that the current account holder is held to. If the current account holder becomes incapacitated and/or no longer resides at the residence, the newly added party is then solely responsible for the account.

## Account Changes- Name Change

- In the event an account holder needs to change their name on the account, we will require a marriage license, a divorce decree or an updated driver's license or another valid form of ID in order to make the requested changes.

## **Leak Adjustment Requests**

- Customers may request one (1) leak adjustment per year to date.
- A leak adjustment form must be filled out and signed by the customer.
- Adjustment must total at least \$10.00 in order to qualify for a credit.
- Customer must show a receipt for the repair of a water leak. Temporarily stopping a leak does not qualify as a repair. (Example.: turning off a leaking toilet)
- We do not give leak adjustments for leaking swimming pools.

## **Payment Arrangements**

- A payment arrangement may be requested each month which would extend the payment date on an account up to the day before the next billing date.
- The customer cannot have had a failed arrangement in the last six months.
- The owner of the account must make the request.
- The customer must call each month to make the request. We do not have standing arrangements month to month.
- A payment arrangement does not exclude the customer from late fees.