



CITY OF GALVESTON
APPLICATION FOR WATER SERVICE AND REFUSE SERVICE

customerservice@galvestontx.gov

http://www.galvestontx.gov

823 Rosenberg P.O. Box 779, Galveston, TX 77553 Phone (409) 797-3550 Fax (409) 242-2148

Name _____ DOB ____/____/____ ACCOUNT# _____
LOCATION _____
DL# _____ STATE _____ SSII (last 4 digits) _____ COPY OF PHOTO ID REQUIRED
Service Address _____ 7755 _____

Billing Address (if different) _____

Email _____ E bill? Yes ___ No ___

Mobil (____) _____ Home (____) _____ Work (____) _____

Contacts:

1. Name _____ DOB ____/____/____
M H W (____) _____ DL# _____ STATE _____ SSII# (last4 digits) _____
2. Name _____ DOB ____/____/____
M H W (____) _____ DL# _____ STATE _____ SSII (last 4 digits) _____

Have you had service with the City of Galveston before? Yes ___ No ___

If yes, what was the address? _____

Are you purchasing ___ or leasing ___ the property?

(If you are purchasing, please provide a copy of your HUD statement; if leasing, please provide a copy of your lease)

Service start date _____ (\$40 fee for same day service, \$15 fee for next day or later)

DEPOSIT

In consideration for services to be rendered by the City of Galveston, I hereby agree to purchase water, sewer, and garbage services at the above address to be furnished at the standard rates and under terms and conditions of the City of Galveston as established for such services including rules, Regulations, and ordinances of the City, as amended. I understand that there will be a monthly minimum charge whether services are used or not. The \$150 residential deposit (\$200 for commercial) will be held until I discontinue water, sewer, and garbage services, or guarantee the payment of services and/or for any bill of whatever nature may be due. In lieu of a deposit, customers may present a letter of credit from an existing utility company that shows 12 months of service with no more than 2 late payments. The City will allow 5 business days for the receipt of this statement. Customers are sent notices for delinquent accounts. The customer has 10 business days from the date of the notice to make satisfactory payment or the City shall terminate water service. A \$40.00 reconnect fee will be charged for any terminated water service and additional deposit may be required from a customer who has service terminated 2 times within a 12-month period. When service has been discontinued, the deposit will be applied to the final bill and the remaining balance, if any, will be refunded once final read is made. This will be mailed to the forwarding address provided by the customer.

REFUSE SCHEDULE

MONDAY: San Luis Pass to 7 Mile Road
TUESDAY: 7 Mile Road to 51st Street
WEDNESDAY: 50th Street to 31st Street
THURSDAY: 30th Street to Far East End

Problems with trash pick-up or your trash cart?
Contact Public Works at (409) 797-3630

REFUSE SERVICE AGREEMENT

I understand the following relating to refuse services provided by the City of Galveston: 1) that the refuse cart provided me by the City is for HOUSEHOLD TRASH ONLY; 2) that any construction material generated by a contractor is the responsibility of the contractor and that the City will not pick up this type material; and 3) any refuse generated by small construction projects taken on by myself will have to be pre-approved by the PublicWorks Department before removal of said refuse by the City.

GENERAL SERVICE AGREEMENT

- I. PURPOSE: The City of Galveston is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The city enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Galveston will begin service. In addition, when service to an existing connection has been suspended or terminated, the City 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 air-gap or an appropriate backflow 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 8.0% 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 General Service Agreement between the City of Galveston and the above-stated customer(s):
 - A. The City will maintain a copy of this agreement as long as the Owner(s)/Customer (s) and/or the premise is connected to the City of Galveston water system.
 - B. The Owner(s)/Customer(s) shall allow the serviced property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Galveston 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 inspection shall be conducted during the City of Galveston normal business hours.
 - C. The City shall notify the Owner(s)/Customer(s) in writing of any cross-connection or other potential contamination hazard which has been identified during the identified Inspection or the periodic re-inspection.
 - D. The Owner(s)/Customer(s) shall immediately remove or adequate any potential cross-connections or other potential contamination hazards on his premises.
 - E. The Owner(s)/Customer(s) shall, at his expense, properly install, test and maintain any backflow prevention device required by the City of Galveston. Copies of all testing and maintenance records shall be provided to the City of Galveston.

- IV. ENFORCEMENT: If the Owner(s)/Customer(s) fail to comply with the terms of the Service Agreement, the City of Galveston 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 Owner(s)/Customer(s).

Customer Signature _____

Revised 8/1/14

Date _____