CITY OF HALE CENTER
New Customer Information

Accounts Setup Requirements

- Photo Identification
- Signed Customer Service Agreement.
- Utility Deposit of $100.00. Your deposit will remain on the account until it is closed.

Name:_____

Street Address:_____

Mailing Address:_____

_____

Email:_____

Phone#:_____

Have you ever had a utility account with the City of Hale Center? ☐ Yes ☐ No

Billing

- Each month you will receive a statement for water, sewer, garbage collection, landfill, and mosquito spraying.
- Utility Payments are due by the 15th day of each month.
- When a utility payment is not received before due date, a 10% late payment fee will be added to the account.
- Services are subject to disconnection for nonpayment without prior notice on the 25th day of each month.
- To make sure you don't miss a payment, accounts can be setup for auto-draft from your bank.

Reconnection fee for nonpayment: $30.00
Reconnections will be during regular business hours only.

Signature_____ Date_____

For Office Use Only

Account Number_____ Activation Date _____

Meter Number_____ Current Reading_____

City of Hale Center
P.O. Box 532
Hale Center, TX 79041-0532
Ph: (806) 839-2411 Fax 839-9970

Oasis of the Plains

CUSTOMER SERVICE AGREEMENT

I. PURPOSE. The **City of Hale Center** 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 utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the **City of Hale Center** will begin service. In addition, when service to an existing 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 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 service agreement between the **City of Hale Center** and the Customer.

A. The **City of Hale Center** 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 **City of Hale Center** 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 **City of Hale Center** normal business hours.

C. The **City of Hale Center** 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 re-inspection.

D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.

E. 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 this Service Agreement, the City of Hale Center 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 Customer.

V. WATER QUALITY NOTICE. The **City of Hale Center** does not guarantee that you will never experience uninterrupted service due to broken or damaged water lines. Furthermore, there is no guarantee of water quality due to circumstance beyond our control. We will use every means at our disposal to make the necessary repairs in a timely and efficient manner in order to restore your service and water quality.

CUSTOMER'S SIGNATURE _____ DATE_____

SERVICE ADDRESS _____ ACCT. NO. _____
(City will complete)

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Oasis of the Plains

Dear Customer,

Once your account has been assigned a customer number, you can view your billing history and make payments using a credit or debit card online. To access this feature, visit www.cityofhalecenter.com and click on the "Utility Account Access Portal" button located on the page. From there, first time users will need to click "Enable Portal Access" and follow the instructions. There is no charge associated with accessing your account online; however there is a $3.00 convenience fee added to each credit/debit card transaction.

For another convenience payment option, we offer Bank Draft (ACH) payment services at no charge. To sign up for this service, sign and return the completed form below with a voided check.

If you have question, feel free to contact City Hall at (806) 839-2411.

✂ (Cut on this line) ✂

BANK DRAFT AUTHORIZATION FORM

PLEASE READ CAREFULLY

You are hereby authorized and requested, until otherwise instructed, to pay and charge to my/our account all bills for water, sewer, garbage, landfill, and mosquito spraying at the address and/or account number shown below, rendered against the undersigned by the City of Hale Center.

Date _____ Water Account Number _____

Customer Name (Print) _____ Service Address _____

Customer Signature _____ Home Phone _____ Office Phone _____

Name of Bank _____ Routing – Transit Number _____ Bank Account Number _____

ACH may take up to 30 days to process. Continue paying your bill as normal until you receive a bill that states: **"DO NOT PAY – PAID BY ACH"**. This indicates that the bill and all subsequent bills will be drafted from your checking account on the 4th of each month until you notify us to cancel.

A returned ACH will incur a return fee and repeated returns will result in cancelation of auto-draft services.

SIGN AND RETURN TO: CITY OF HALE CENTER, P.O. BOX 532, HALE CENTER, TX 79041-0532