



## *Welcome to the City of Lone Oak, Texas*

Prior to having water/sewer/garbage services connected you must complete a City of Lone Oak Water Application and supply either a Letter of Credit from a previous utility company (this Letter of Credit must be in your name) with no late payments or disconnections within the last 12 months or pay a residential deposit of \$250.00. The City of Lone Oak retains this deposit as long as the account is active. A driver's license or photo identification must be presented at the time of application or a copy may be sent if making application by mail. When moving, please complete the Request to Disconnect and any refund due to you will be sent to your forwarding address.

All meters are read as close to the 28<sup>th</sup> of each month as possible and utility bills are mailed by the 1<sup>st</sup> of each month. Payment is due in our office on or before the 10<sup>th</sup> of each month and penalty is assessed the 11<sup>th</sup> (or the next business day should this date fall on a weekend or holiday). A Late Notice, with the penalty included, is mailed on the 11<sup>th</sup> to all outstanding accounts. This notice serves as a Cut-Off Notice and must be paid by the 18<sup>th</sup> of the month to avoid service disconnection.

By ordinance, any bill left unpaid 10 days after penalty will be turned off for non-payment and will be charged a \$50 disconnect/reconnect fee.

There is a payment drop box located in the front glass of the City Hall. Payments that are in the drop box by 8:00am on the first working day after the 11<sup>th</sup> will be considered timely. We do not consider the postmark on the mailed items. Payments may be made by money order, check or credit card (processing fee applies for credit card) at the City Hall or the following method:

Automatic bank drafting of your account on the 10<sup>th</sup> of each month (at no charge)



**City of Lone Oak, Texas  
Utility Service Application**

Applications will not be accepted or water service turned on if **a driver's license with photo, SSN and a deposit** is not provided (**Deposit = \$250**). The following documents are required and must be submitted within 10 days of activation & failure to provide these documents will result in termination of services: If you recently purchased the property, please provide a copy of the closing papers (settlement page only). If you do not own the property, a copy of the rental or lease agreement **must** accompany this application (first and last page with signatures). All names of ownership or lease documents will be listed on the account. A deposit exemption is only for second water meters that are used for water accounts only, i.e. water only used at barns, watering lawn sprinklers, filling swimming pools, etc. For "Sewer Only" accounts, Deposit = \$35.

Application Date: \_\_\_\_\_ Service Address: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Driver's License # \_\_\_\_\_

SS #: \_\_\_\_\_ Contact #: \_\_\_\_\_ Alternate Contact #: \_\_\_\_\_

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

Mailing Address (if different from Service Address): \_\_\_\_\_

Spouse/Other Occupant Name: \_\_\_\_\_ DL# \_\_\_\_\_ DOB: \_\_\_\_\_

Spouse/Other Occupant SSN: \_\_\_\_\_ Contact #: \_\_\_\_\_

If renting, please provide owner/landlord's name and contact information:

Name: \_\_\_\_\_ Contact #: \_\_\_\_\_

Have you, your spouse or other co-occupant ever been a City of Lone Oak Water customer? Yes No

If yes, what address? \_\_\_\_\_

**Note: The City of Lone Oak and the City Attorney have entered into an agreement to aid in the collection of unpaid water, sewer and/or garbage service fees. Any unpaid amounts with the City may result in disruption of service until delinquent balance is paid. Also, any delinquent accounts may be reported to credit bureaus.**

Yes, I want my address, telephone number and Social Security number kept confidential.

I (we) hereby apply for services at the above address, which includes water, sewer, and/or garbage, depending upon the circumstances. I (we) understand that the bill is due and payable on the 10<sup>th</sup> of each month. Failure to receive a bill does not waive penalty nor does it extend the due date. I further understand that it is my (our) responsibility to pay the bill on time and to keep my (our) contact information current. In addition, I (we) am/are aware that I (we) don't need to be home to connect service, but if there is a leak, open pipe or open faucet (dial on meter is spinning), the technician will turn the water off at the meter. In addition, I (we) understand that the City of Lone Oak verifies the personal information provided on this application using various databases. If the City determines that I or other people shown as owners or listed on a lease owe past due balances to the City, I (we) will be responsible for payment of those balances and/or the City will transfer the outstanding balance(s) to this account. I (we) also understand that City requires a written notice to terminate service and that I (we) am/are responsible for paying all amounts due for services up to the date of receipt of such notice by the City.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-Occupant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For Office Use Only: Customer Service Representative's Initials/#: \_\_\_\_\_ Account#: \_\_\_\_\_

Card: \_\_\_\_\_ Connect Date: \_\_\_\_\_ Sewer Only Account? Y N

115 Town Square • P.O. Box 127 • Lone Oak, TX 75453 • Office (903) 662-5116 • Fax (903) 662-5334 • [loneoakcityhall@gmail.com](mailto:loneoakcityhall@gmail.com)



# City of Lone Oak

115 Town Square/P.O. Box 127  
Lone Oak, Texas 75453  
Office: 903-662-5116  
Fax: 903-662-5334

## SERVICE AGREEMENT

- I. **PURPOSE:** The City of Lone Oak is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The Public Works Department enforces these restrictions to ensure public health and welfare. Each customer must sign this agreement before the City of Lone Oak will begin service. In addition, when service to an existing connection has been suspended or terminated, the Public Works Department will not re-establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTIONS:** The following undesirable plumbing 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 condensing, cooling, or industrial process water to be returned to the public water supply is permitted.
  - D. No pipe or pipe fitting which contains more than 8% lead may be used for the installation or repairs 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 repairs of plumbing at any connection which provides water for human use.
  - F. An inspection MUST occur (at customer's expense), for new construction, for material improvement, correction, and addition to private plumbing (material improvement, correction, or addition would include plumbing work that requires a permit or that involves a major modification to private plumbing). When the Public Works Department believes that a cross-contamination or unacceptable plumbing exists, they will provide written justification to the customer(s) for requiring an inspection by specifically identifying the threat that is believed to exist.
- III. **SERVICE AGREEMENT:** The following items below are the terms of the service agreement between the City of Lone Oak and \_\_\_\_\_ (Service Customer).
- A. The Public Works Department 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/her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Public Works Department or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the City of Lone Oak's normal business hours.



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- C. The Public Works Department shall notify the customer in writing of any cross-connection(s) or other undesirable plumbing practice(s) which has been identified during the initial inspection or the periodic re-inspection.
  - D. The customer shall immediately correct any undesirable plumbing practice on his/her premises.
  - E. The customer shall, at their expense, properly install, test and maintain any backflow prevention device required by the Public Works Department. Copies of all the testing and maintenance records shall be provided to the Public Works Department.
- IV. **ENFORCEMENT:** If the customer fails to comply with the terms of this Service Agreement, the Public Works Department shall, at its option, terminate service, or properly install, test and maintain an appropriate backflow prevention device to the service connection. Any expenses associated with the enforcement of the agreement shall be billed to the customer.

CUSTOMER'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

ADDRESS: _____	LONE OAK	TEXAS	75453
STREET	CITY	STATE	ZIP CODE