



CITY OF WILLIS

APPLICATION FOR WATER SERVICE

NAME:		DATE:	SERVICE START DATE:
DL#:		D.O.B:	
SPOUSE NAME:			
SPOUSE DL:		SPOUSE D.O.B:	
ADDRESS OF SERVICE:		CITY/STATE:	ZIP:
BILLING ADDRESS:		CITY/STATE:	ZIP:
PREVIOUS ADDRESS:			
CONTACT NUMBER:		EMAIL:	
OWN:	RENT:		

OFFICE USE:

ACCOUNT NUMBER:	
DEPOSIT:	SERVICE FEE:

CITY OF WILLIS, TEXAS SERVICE AGREEMENT

I. **PURPOSE:** The City of Willis, Texas' Public Water System or Utility, (hereafter referred to as "City") is responsible for protecting its water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing practices and 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 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 received a current and valid signed copy of this agreement.

II. **PLUMBING RESTRICTIONS:** All plumbing restrictions are subject to the currently adopted plumbing code and will be enforced accordingly. The City reserves the right to adopt updated plumbing codes and provide regulation on plumbing within the City's service area as it determines necessary. The following is a general list of unacceptable plumbing practices, which are prohibited:

- A. No direct connection between the City water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the City water system by an air-gap or an appropriate backflow prevention device as determined by the City.
- B. No cross-connection between the City water supply and a private water system, or other 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 (RPZ) backflow prevention device as determined by the City.
- C. No connection, which allows water to be returned to the City 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 percent lead, may 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 Willis, Texas and:

NAME:	SERVICE ADDRESS:
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- A. The City will maintain a copy of this agreement for as long as the customer and/or the premises are connected to the City water system.
- B. The customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices as determined by the City. These inspections shall be conducted by the City or its designated agent prior to the plumbing practices taking place and prior to initiating new water service when there is reason to believe that cross-connections or there unacceptable plumbing exist; or after changes to the plumbing facilities have taken place. The inspections shall be conducted during the City's normal business hours.
- C. The City shall notify the customer, in writing, of any cross-connections or other unacceptable plumbing practice, which has been identified during the initial inspection or periodic re-inspection.
- D. The customer shall immediately correct any unacceptable plumbing practice as identified by the City and test and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the Public Water System.

IV. **ENFORCEMENT:** If a customer fails to comply with the terms of this Service Agreement, the City shall terminate water service and require that the customer properly repair or replace the deficiency and/or install, test and maintain appropriate backflow prevention device(s) at the service connection before service can be reestablished. Any expense associated with the enforcement of this agreement shall be billed to the Customer.

SIGNATURE:	DATE:
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State of Texas	§	
County of Montgomery	§	
<p>This instrument was acknowledged before me on the ____ day of _____, by _____, in his/her individual capacity.</p>		
<p>_____ Notary Public in and for the State of Texas My commission expires: _____</p>		

Request for confidentiality of information maintained by the City of Willis utilities department

Information in your City of Willis Utilities Department customer account record is generally considered public information under Texas Government Code, Chapter 552 (Public Information Act). However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information, or any information relating to the volume of or units of utility usage or the amounts billed to or collected from a customer for utility usage, if the customer request that the government-operated utility keep the information confidential.*

This form enables you to request confidentiality of certain information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your information, please check the boxes below and return this form with your payment.

Customer Name:
Account Number:

I request that personal information (address, telephone number, ID number DL number) in my account record maintained by the City of Willis Utilities Department be kept confidential under the Texas Utilities Code, Chapter 182.

I request that any information relating to the volume or units of utility usage or the amounts billed to or collected from me for the utility usage maintained by the City of Willis Utilities Department be kept confidential under the Texas Utilities Code, chapter 182.

You may rescind your request for confidentiality by providing the City of Willis Utilities Department written permission to disclose your personal information. A government –operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

*A government-operated utility may disclose information related to the customer’s volume or units of utility usage or amounts billed to or collected from the customer for utility usage if the primary source of water for such utility is a sole-source designated aquifer. A request for confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer’s account record to: (1) an official or employee of the state, political subdivision of the state, or the United States acting in an official capacity; (2) an employee of the utility acting in connection with the employee’s duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state or the United States; (5) a person for whom the customer has contractually waived confidentiality for personnel information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Signature:	Date:
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CITY OF WILLIS DIRECT DEBIT/CREDIT CARD DEBIT APPLICATION

How does Direct Debit work?

Direct Debit lets you authorize the payment of your utility bill directly from a checking account or credit card. Direct Debit means you will not have to worry about late payment fees or bother with envelopes, stamps, and mailboxes.

How will I know how much is being deducted?

You will still receive a copy of your bill. If you have any questions about specific charges, simply contact the Willis City Hall. Otherwise, your bill will be paid automatically.

When will my bill be paid?

The Direct Debit automatically takes place approximately five (5) business days after you receive your bill.

What do I save with Direct Debit?

Since your bill is paid automatically, you save on check charges, postage, and time.

What if I decide I do not want Direct Debit?

Simply notify us in writing and we will discontinue your enrollment.

How do I put Direct Debit to work for me?

Just complete and return the Application (a voided check is required for checking debit).

Please complete the "Direct Debit Application" section and then sign the "Authorization Agreement". Next, complete the Checking Account Debit or Credit Card Debit section and include a voided check for checking account debit.

Please continue to pay your bill as usual until a message appears on your bill stating that the bill will be paid by Direct Debit.

DIRECT DEBIT APPLICATION

(This section to be completed on ALL applications)

Name (as shown on bill):			
Utility Account Number:			
Physical Address:	City:	State:	Zip:
Mailing Address:	City:	State:	Zip:

Authorization Agreement:

I hereby authorize the City of Willis and the financial institution designated in this application to charge the account I have specified for payment of my monthly service. I understand that a \$20.00 fee will be charged to my account for each request returned for non-sufficient funds. If two requests are returned for non-sufficient funds, I will be excluded from the plan. In addition, I understand that both the financial institution and the City of Willis reserve the right to terminate this payment plan/ and or participation therein. At any time I may elect to discontinue my enrollment in this plan. If I so chose, I will provide written notice, upon receipt of my bill, to the City of Willis.

Signature:	Date:	Phone Number:
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CHECKING ACCOUNT DEBIT

Financial Institution:			
Address:	City:	State:	Zip:
Account Name (as it appears on your checks):			
Checking Account Number:			

Include a voided check from your account. Make certain your check is marked **VOID**.

To avoid a late notice charge, it is your responsibility to inform the City of Willis of a change in your account number.

CREDIT CARD DEBIT

****Credit Card Debits will be done on the 15th of each month. In some cases if the 15th falls on a weekend then it will be debited the Friday before the 15th. ** Credit Cards will also be charged a 3% convenience fee.**

Card Type (Visa, MasterCard, Discover):		
Name on Card:		
Card Number:	Expiration Date:	CVV Number:



Residential TRASH Collection Service Guidelines Trash day is MONDAY

CURBSIDE CART COLLECTION SERVICE: Once a week collection: household garbage, grass clippings, leaves branches and tree trimmings in the CART and place at the curb at **7am**. Each home will receive one (1) 96 gal cart from Waste Management and will remain the property of Waste Management. If you find you need an extra can please contact Willis City Hall (936)856-4611 for further information regarding pricing. Please bag all trash. This will keep your container in a clean manner. To clean, just spray with a mild household cleaner and wash out with water. All waste is limited to the container.

BULK TRASH COLLECTION: Bulk trash collection will be provided on the LAST MONDAY of each MONTH. These items may include moving boxes (please break them down and bundle), old furniture, appliances, yard waste, tree/branch bundles or any items too large for the cart. Please note that Waste Management cannot dispose of items containing CFC refrigerant (i.e., refrigerators, freezers, etc.) without certification that the Freon has been properly removed and recycled, pursuant to current federal law.

LIMIT EIGHT (8) ITEMS EACH MONTH

THE LAST MONDAY OF EACH MONTH

NO HOUSEHOLD WASTE CAN BE PUT OUT AS YOUR BULKY ITEMS.

UNACCEPTABLE ITEMS: For reason of governmental restrictions, personnel or community safety and/or protection of equipment, the following items cannot be collected: Gasoline, motor oil (and used filters), paint and other similar liquids (i.e., hazardous wastes); vehicle tires and batteries, and large pieces of metal such as car fenders and engines; and debris from construction and major remodeling such as carpeting, rocks, bricks, concrete, dirt, sand, gravel, roofing, lumber, fence boards, large pieces of glass, etc., (these items should be disposed of by the contractor performing the work.) Potentially dangerous materials, such as sharp objects, glass, metal, etc., should be properly identified and separated from other trash and/or double wrapped to avoid potential injury to the loader. Large pieces of glass will not be collected. NO TV'S COMPUTERS, SMALL ELECTRONICS, HOUSEHOLD SPECIAL WASTE ALLOWED IN YOUR WEEKLY TRASH COLLECTION.

HOLIDAYS: Holidays observed are: NEW YEAR'S DAY, THANKSGIVING DAY AND CHRISTMAS DAY. If the holiday falls on your service day, there will be no service on these holidays. Service will resume on Tuesday after the holiday.

CUSTOMER ASSISTANCE: If you have questions about your service, please call Willis City Hall at 936-856-4611, or Waste Management residential customer service center at 1-800-800-5804.



Most Frequently Asked Questions



Question: I have family gatherings at my home sometimes and could have extra trash, how do I get rid of it?

Answer: You can purchase Extra Household Service Tags. City Hall will have these at the Utility Department Counter for \$2.00 per tag. 1-tag for 1-bag of household trash.

Question: Can my yard waste go into my cart?

Answer: Yes. Please put all household and yard waste in the cart each week or you can also put yard waste out under the bulky service. You get eight (8) items per month. Collection is the last Monday of each month.

Question: What if I have some bundled limbs. How can I get rid of those?

Answer: You can put the limbs using the bulky pickup each month. You get eight (8) items per month. Collection is the last Monday of each month.

Question: The Waste Management cart wheel has come off. What do I do?

Answer: Please call WM Customer Service Department and report, it will be repaired or replaced.
1-800-800-5804

Question: The cart has a bad odor. How do I clean it?

Answer: you can wash it out with your water hose and a little household soap.

Question: How do I get rid of existing garbage cans if I no longer need or want them?

Answer: You can put them out as your eight (8) bulky items each month, or reuse them for other purposes, (ex: potting soil, long handled yard tools, make a compost bin, etc.)