



Email: customerservice@galvestontx.gov
 Fax: 409-242-2148
 Business Hours: Mon-Fri 8am-5pm
 New Service: 8:00am-4:30pm

You must have the following to start service
 >Both Pages of Application w/second page signed
 >Lease Agreement if Leasing
 >Hud or Disclosure if you have purchased the property
 >Copy of Photo ID

Mailing address: Po Box 779
 Galveston, TX 77553
 Location: 823 25th Street (first floor
 Room 102)
 Phone: 409-797-3550
 website:www.galvestontx.gov

APPLICATION FOR WATER SERVICE AND REFUSE SERVICE

Name _____ DOB ____/____/____ ACCOUNT# _____
 LOCATION# _____

DL# _____ STATE _____ SS# (last 4 digits) _____

Service Address _____ 7755 _____

Billing Address (if different) _____

Email _____ Ebill? Yes No

Mobile_(____) _____ Home_(____) _____ Work_(____) _____

Secondary Contact:

Name _____ DOB ____/____/____

Phone (____) _____ DL# _____ STATE _____ SS#(last 4 digits) _____

Renters must provide landlord's name and contact information:

Landlord Name _____

Phone (____) _____

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)**

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, to 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 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 Public Works 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 reestablish 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). *Please type your name & date in fields below. Click the Red Sign Lable to Digitally Sign*

Customer Signature

Date

Email Form

**IF you are not using Internet Explorer Web Browser, You Must Download
This form to Complete it and Email it to Customer Service**