



**CITY OF NORTH RICHLAND HILLS
RESIDENTIAL SERVICE APPLICATION**

Complete and submit this form to initiate the application process for Water, Sewer and Sanitation services. To aid in prevention of Identity Theft, a social security number is required for all online or faxed applications. The SSN will be used to conduct an identity check at a cost of \$2. If you do not wish to provide a SSN, the application must be submitted in person to the Utility Customer Service office to activate service.

Application Can Be Returned In Person At:

Water Department
4301 City Point Drive
North Richland Hills, TX 76180

Application Can Be Returned By Mail To:

Water Department
PO Box 820609
North Richland Hills, TX 76182-0609

APPLICATION INFORMATION

First Name		Last Name	
SSN		DL Number	DOB
Phone Number		E-Mail	

CO-APPLICANT INFORMATION

First Name:		Last Name:	
Relation to Applicant (Spouse, Roommate, etc.)			
SSN		DL Number	DOB
Phone Number		E-Mail	

ACCOUNT INFORMATION

Service Address		Service Start Date	
Renter	<i>(check)</i>	<i>(If Renting, Provide Landlords Name)</i>	Owner <i>(check)</i>

MAILING ADDRESS (If Different From The Service Address)

Address	
City	
State	
Zip Code	

Do you want to participate in our voluntary contribution program which supports the Animal Adoption & Rescue Center, Public Library and Arts/Special Events? If "Yes" a \$1.50 monthly donation will be included on your bill each month. If you choose not to donate during any given month, the contribution amount will automatically adjust off the account after the due date of the bill.

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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Do you want to receive an E-notification or a Paper bill?

E-Notify	<input type="checkbox"/>	Paper	<input type="checkbox"/>
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Deposit & Service Charge: The City of North Richland Hills requires a residential deposit of \$100 and a service charge of \$20 on all residential accounts. If there is evidence of non-payment on a prior account, a deposit of \$200 must be paid prior to service initiation.

Confidential Information:

The Water Department is a city-owned and operated utility; therefore, water bill account information is subject to release under the Texas Public Information Act. Upon request, Chapter 182 of the Texas Utilities Code allows residential water customers to request that their personal information, and any information relating to the volume or units of utility usage or the amounts billed to or collected from the customer for utility usage be maintained as confidential and not be released to the public. Personal information is limited to a customer's address, telephone number or social security number. There are exceptions to this rule. The law allows the Water department to disclose customer account information, including personal information, to government officials acting in their official capacity, consumer reporting agencies, contractors or subcontractors who need the information to do their jobs, utility employees or representatives, any individual for whom the customer has waived confidentiality, or another entity that provides water services for compensation.

Do you request that the City maintain your personal information, and any information relating to water usage, billing amounts or payment records as confidential?

(check appropriate box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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If you wish to waive confidentiality for any individual, please enter his or her name, address and driver's license number in the space provided:

Name	
Address	
DL#	

Your signature below indicates that you have read, understand and agree to the TERMS AND CONDITIONS printed on the back of this form. Further, by signing below, you are indicating that you agree with the following statement: By signing the form, or typing my name in the following box, I certify the above statements are correct to the best of my knowledge and that this information can be used to conduct an online identity check for the purpose of processing my utility service application. In addition, by signing this form the account holder is expressly consenting to courtesy calls to the customer's cell phone notifying the customer that the account is delinquent and subject to disconnection for failure to pay as due.

Signature _____

Date _____

TERMS AND CONDITIONS

1. Water furnished hereunder is for the sole use of customer and the selling, furnishing or permitting the use of water to third parties is expressly prohibited.
2. The water line up to and including the meter (but not the meter box) is the property of the City. The meter box is property of the customer who is responsible for inspection and maintenance of the box and appurtenances.
3. This contract and rights hereunder are not transferable without consent of the City of North Richland Hills in writing.
4. The customer is required to be at the service location at the time the water is turned on in the building/dwelling. If no one is present the meter will be set, and the customer must turn on water. If a service person has to return to start the water there will be a service charge. The customer is responsible for any damage caused by attempting to turn on the water.
5. All charges for services billed by the City utility department shall be due when billed and delinquent twenty (20) days from the date mailed.
6. Failure to pay for all charges billed will result in service interruption and additional charges assessed as part of the city's attempt to recover charges due. These charges include:
 - a) Penalty: 10% of billed amount (minimum \$2.50 for residential and \$15 for commercial accounts).
 - b) Cut Off fees or Meter tamper fees as set forth in Appendix A of the North Richland Hills Code of Ordinances
 - c) A City Lien on non-homestead property for delinquent bills for municipal utility service to the property. The lien will include an administrative fee, interest at 8% annum and any collection costs.

Upon breach of any of the above conditions, the City of North Richland Hills may at its discretion may discontinue water service and remove meter without notice, and failure to do so will not in any way constitute a waiver of the City of North Richland Hills' rights hereunder. In consideration of the installation of the above water service by the City of North Richland Hills the customer hereby agrees to the terms and conditions of service provided on this contract. Failure to supply necessary information or falsified information will subject individual to rejection of service or immediate termination of service.