

City of Waxahachie
401 S Rogers St
Waxahachie, TX 75165
Office: (469)309-4170 / Fax: (469)309-4173
Email: ub@waxahachie.com



- * Provide a copy of Driver's License or State ID
- * Provide complete and signed rental/lease agreement OR Proof of purchase.
- * Be prepared to pay a deposit or provide Letter of Credit from previous Utility Company

APPLICATION FOR WATER SERVICE

Please check: _____ Residential **OR** _____ Commercial

SERVICE ADDRESS: _____

MAILING ADDRESS (if different from above): _____

BUSINESS DATE TO BE TURNED ON: _____ (SAME DAY TURN ON IF EVERYTHING IS IN **BEFORE 3:00PM**)

*Service connection only Monday-Friday. No connection on Holidays.

PRIMARY APPLICANT OR BUSINESS: _____

PHONE NUMBER: _____

SOCIAL SECURITY NUMBER OR TAX ID: _____

DRIVERS LICENSE NUMBER & STATE ISS: _____

D.O.B: _____

EMPLOYER: _____

E-BILL: WOULD YOU LIKE TO OPT OUT OF PAPER BILLING AND RECEIVE AN E-BILL? YES / NO / BOTH

EMAIL: _____

IF YOU WOULD LIKE AN ADDITIONAL CONTACT FOR YOUR ACCOUNT, PLEASE INCLUDE THEIR INFORMATION BELOW.

SECONDARY APPLICANT: _____

PHONE NUMBER: _____

EMAIL: _____

SOCIAL SECURITY NUMBER: _____

DRIVERS LICENSE NUMBER & STATE ISS: _____

D.O.B: _____

EMPLOYER: _____

Have you ever been a customer of the City of Waxahachie Water Department? YES / NO

If yes, where? _____

Does this property have a pump for pumping water out of the lake for irrigation purposes? YES / NO

PLEASE CHECK ONE:

A resident may request that their account information be kept confidential. Please select one

_____ I request confidentiality

_____ I waive confidentiality

By signing this form, I understand:

- If form is emailed or faxed in, I **MUST CALL** to confirm application was received.
- If there is not a deposit on my account and services are disconnected due to non-payment, I will be required to pay a deposit, along with other fees in order to restore services.
- New account fee of \$19 will be on first bill.
- Failure to receive bill does not exempt me from penalties or any other fees.
- I am giving the City of Waxahachie access to my property to maintain and read the water meter.
- The water/sewer is being turned on at my request, therefore I hereby waive all claims against the City of Waxahachie and its employees to any damages caused to the property while the water/sewer is being turned on.

APPLICANTS SIGNATURE: _____

DATE: _____

FOR OFFICE USE ONLY:

| | | | | |
|---------|------|-----------|------------|--------------------|
| ACCT #: | SO # | INITIALS: | LOC: Y / N | RECYCLE BIN: Y / N |
|---------|------|-----------|------------|--------------------|



In this packet you will find some valuable information regarding your billing cycle, payment options, and garbage/recycling. You may also find this information on our website:

www.waxahachie.com

- Your trash pick-up days will be _____ & _____.
 - *****Bags only at the curb. NO TRASH BINS/CANS per Waste Connections.**
- Recycling is once per week, which will be on _____ (recycling info is in this packet!).
- Account # _____
- Irrigation Account # _____
PLEASE be advised of possible high sprinkler settings. (Typically, the irrigation settings are set high for a new built home and will affect your usage/bill dramatically.)

• **Billing and Due Dates:**

- Cycle 1: Billed every LAST Friday
Due every 2nd Friday
- Cycle 2: Billed every 2nd Friday
Due every 4th Friday
- Cycle 3: Billed every LAST Friday
Due every 3rd Friday

*The first month's bill is usually a pro-rated bill.

**There will be an \$19.00 new account fee on your first month's bill.

*****FAILURE TO RECEIVE BILL DOES NOT EXEMPT YOU FROM PENALTIES OR ANY OTHER FEES*****

- Please be advised if you are needing your water service turned off, an Application for Disconnect form will need to be filled out and turned into the office.
- Your deposit will automatically apply as a credit to your bill after 12 consecutive months of good payment history, or applied to your final bill. ***** If services are disconnected due to non-payment, a deposit will be required to restore services along with other fees. *****
- **Please make sure all water faucets are in the off position!** If the meter technician goes to the location and the water is running or if there is a leak, the meter technician will not be able to leave the water on and an extra \$41.00 trip charge will be assessed for the additional trip. If the technicians are called out after normal business hours there will be a \$74.00 fee assessed. Any questions or concerns regarding the meter and/or readings, please call the Meter Department at 469-309-4181. (After hours 469-309-4400)
- Any questions or concerns regarding your water bill, please call the Water Billing Department at 469-309-4170. **(City of Waxahachie main – 469-309-4000.)**