



City of Orchard
P.O. Box 59
Orchard, TX 77464
Email: coforchard@twlt.net
Ph: 979-478-6893
Fax : 888-216-8503

Utility Deposit Policy

The utility deposit amount should cover an average two-month billing period. The present amount is \$100.00, payable by check, cash, money order or credit / debit card to the City of Orchard.

The deposit is held until a good payment record is established. A good payment record consists of no late payments or returned checks. After a twelve (12) month period, the account holder has the option to credit the account or have the deposit refunded. The utility accounts will be audited twice a year to determine if any are eligible for refunds. Letters will be sent to the account holder requesting instructions for refunding the deposit.

The deposit can also be used to pay the final bill of the account and any remaining deposit will be refunded.

Water/Sewer/Garbage Service

Name: _____

Service Address: _____

Billing: mail address: _____ or email: _____

Fee Collected: _____ Date: _____

Date service turned on: _____

| Meter Readings | Reading | Date |
|-------------------------|----------------|-------------|
| Beginning Reading: | _____ | _____ |
| Disconnect Reading: | _____ | _____ |
| Amount Refunded: | _____ | _____ |
| Amount Applied to Bill: | _____ | _____ |

Signature / date

Service Agreement

1. **Purpose.** Orchard Water Supply is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of his service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before Orchard water supply will begin service. In addition, when the service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
2. **Plumbing Restrictions.** The following unacceptable 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 system by an air-gap or the installation of the air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connect in, which allows water to be returned to the public drinking water supply, is permitted.
 - D. No pipe or pipe fitting which contains more than 0.25% lead may be used for he installation or repair or 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.
3. **Service Agreement.** The following are the terms of service agreement between Orchard water supply and _____ (customer).
 - A. The water System will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water system.
 - B. The customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the Water systems or its designated agent prior to initiating new water service when there is reason to believe that cross-connections or other unacceptable plumbing practices exist, or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.
 - C. The water System shall notify the customer in writing of any cross-connections or other unacceptable plumbing practices, which has been identified during the initial inspection or the periodic reinspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the water system. Copies of all testing and maintenance shall by provided to the Water system.
4. **Enforcement.** If the customer fails to comply with the terms of the service agreement, the water system shall at its option, either terminate service or properly install 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 customer.

Customer Signature: _____

Date: _____