

# Magnolia Water and Sewer Utilities

**For Office Use Only**

Account Number: \_\_\_\_\_

Worked by: \_\_\_\_\_

Date: \_\_\_\_\_

## Application for Water and Sewer Service

**Requirements to open an account:**

1. You must be age 18 or older;
2. You are (or will be) the legal resident at the address where service is to be established;
3. You are a legal resident of the United States of America; and
4. You agree to the service agreement attached to this application.

**Documentation needed to open an account:**

1. The applicant's driver's license or picture ID that
2. Documents proving that the applicant is the legal resident of the service address such as a lease agreement/rental agreement or home ownership papers.

Location where service is desired: \_\_\_\_\_

Account holder name: \_\_\_\_\_

Phone numbers: \_\_\_\_\_ Date of Birth \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Spouse name (if applicable): \_\_\_\_\_

List anyone living in the home over the age of 18:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Mailing address (if different from service address): \_\_\_\_\_

If renting, please provide property owner information.

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

**A Non-Refundable \$75.00 Connection Fee is required before service is connected.** Please note: if you or anyone listed on the application have any outstanding debts with the Water Utilities, you will be required to pay them in full by the first month's bill. If you are married, the account may be opened in both your names with either partner having full authority to conduct business on the account. Otherwise, the Utility will only respond to the named account holder or anyone clearly authorized under his notarized signature, your spouse can be added at a later date.

The Connection time is between 8:00 a.m. and 5:00 p.m., we asked that an adult over the age of 18 is present at the time when services is turned on. If you are not present when the water is turned on, we will not leave water running in an unoccupied residence. Please make sure all faucets, hydrants, etc. are turned off. A \$25.00 service fee will apply for each additional trip to turn the meter on.

**For if any reason your meter is turned off for non-payment and you have made a payment on your account, the water meter will be turned back on the next business day between the hours of 8 a.m. and 5 p.m. NO EXCEPTIONS!!**

**SERVICE AGREEMENT:** I hereby make application for water and sewer services to be supplied at the address herein described and hereby agree to pay for this service in accordance with the rates of Magnolia Water Utilities. The Utility reserves the right to discontinue service without further notice in the event that payment for service has not been received by the due date included on bill statement. After the 5<sup>th</sup> day of non-payment, a \$40 fee will be added to the account and services will be disconnected. If water services are disconnected for non-payment, the account will be closed after 30 days if the account is not paid in full. Although your account is already disconnected for non-payment, the account will still be charged rates and fees until the closing of the account. If your account is closed for non-payment, you will have to reinstate a new account with an updated service application and pay the \$75.00 non-refundable setup fee.

It is further understood and agreed that: I am responsible for properly connecting my service (water) line to the meter and understand that maintenance of the service (water) line from the meter to my residence is my responsibility. With the exception of the customer's service (water) line, the meter box and lid with everything in it are the property of the Utility and are to be accessed only by the Utility, including the Utility's shut off valve. I will report serviceability problems, such as improperly seated boxes and water leaks at the box promptly to the Utility. I understand that I am responsible for damage to the Utility property and if this damage is caused by illegal activity, I will file the appropriate reports with the police. I will provide a copy of such reports to the Utility upon request.

I understand that I am responsible for keeping the Utility Company up to date on my mailing address and contact information. **I will not hold the Utility responsible for not receiving bills or other mail if the Utility is using my mailing address on record. I understand that I could be held responsible for any debts owed the Utility by other persons living at my residence.**

I have been briefed on the approximate day of the month to expect my monthly bills. The water and sewer rates and any other questions I asked have been explained to my satisfaction. I understand the billing cycle and how and when my bill may be considered delinquent, the late penalty charges, and how my service may be disconnected. I understand how my final bill will be calculated in the event I close my account and that this bill may be substantially higher than normal.

## Magnolia Water and Utilities Fee

(please initial each line)

Connection fee	\$75	_____
Additional reconnection trips	\$25	_____
Damages to meter, meter box, lid or wires	\$300	_____
Late fee for non-payment	\$40	_____
Cutting or tampering with locked meter	\$30	_____
Return check fee	\$25	_____

Any customer rude or disrespectful to any water employee will be denied services!

If your service is shut off for non-payment, the reconnection time will be the next business day between the hours of 8am-5pm. **NO EXCEPTIONS!!**

**WE ARE NOT RESPONSIBLE MAILING ERRORS.**

\_\_\_\_\_(Signature)

\_\_\_\_\_(Date)

(customer copy)

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