

160 Blackburn Street
Reno, Texas 75462-7152



Telephone: 903-785-6581
Facsimile: 903-785-0453

www.renotexas.us

E-mail: cityofreno@renotexas.us

ACCOUNT # _____ RENT/OWN _____

DEPOSIT: \$ _____ FLOATING DEP: \$ _____ SERVICE CHG: \$ _____ LOC. _____

NAME: _____
Last First Middle

SERVICE ADDRESS: _____
Address City State Zip

MAILING ADDRESS: _____
Address City State Zip

PREVIOUS ADDRESS: _____
Address City State Zip

PHONE NUMBER: HOME: _____ WORK _____ CELL _____

E-MAIL ADDRESS: _____

DRIVERS LICENSE# _____

PRESENT EMPLOYER: _____
Company Name

NEAREST RELATIVE NOT LIVING WITH YOU: _____
Name

Address and telephone number

PERSON TO CONTACT IN CASE OF AN EMERGENCY: _____
Name

Address and telephone number (other than service address & number)

Customer Signature _____ Date _____

ADDITIONAL COMMENTS: _____

WATER SERVICE AGREEMENT

- I. **PURPOSE.** The City of Reno is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this 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 the City of Reno will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this agreement.

- II. **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 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 percent 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 service Agreement between the City of Reno (the Water System) and _____ (the customer).
 - A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. The inspections shall be conducted by the Water System 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-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
 - 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 records shall be provided to the Water System.

IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, and will terminate service until repairs are made to pass State regulations.

V. **THEFT OF SERVICES.** This Service Agreement is a contract between the Customer and the City for the performance of a service which is provided for compensation (money) only. By signing this Service Agreement, the Customer acknowledges that Customer is intentionally securing the City to perform the service requested herein in return for Customer payment of compensation as billed.

CUSTOMER'S SIGNATURE: _____

DATE: _____

Water, Sewer and Trash Payments and Penalties.

Your water, sewer and trash service are on one bill from the City of Reno. You have the option to receive a paper bill in the mail or e-bill through email.

Your bill is due by the 15th of each month. A late fee of \$10 will be applied to the unpaid balance after the 15th of each month. The 25th is the cut-off date for non-payment. *If you do not receive a bill, you are still responsible for your payment to be made on time.* The City of Reno is not responsible for regular or electronic mail service. Please be advised that if your service is disconnected for non-payment there is a \$50 fee for reconnection between 8am-5pm and a \$150 fee for reconnection after 5pm.

Payment Options:

- Cash, checks, money orders and credit cards are accepted in person.
- Kiosk is available 24 hours a day. (Checks and Credit Cards)
- There is a night drop box located on the east side of the building, just beside the kiosk.
- Online payments can be made www.renotexas.us
- Monthly bank draft.
- If you use an electronic bill paying service, other than the City of Reno, they will send us a check through the mail. The payment must be received by the 15th to avoid late fee or by the 24th to avoid disconnection.

I have a copy of this page explaining payment options.

Signature

Date