

# WELCOME TO THE CITY OF KEENE

## **NEW WATER ACCOUNT SERVICE INSTRUCTIONS:**

1. COPY OF DRIVER'S LICENSE / STATE ISSUED IDENTIFICATION
2. COPY OF LEASE/RENTAL AGREEMENT OR PROOF OF OWNERSHIP
3. CHECK, MONEY ORDER, CASH OR CARD IN PERSON/MAIL FOR DEPOSIT OF \$200 OR \$100 WITH LETTER OF CREDIT FROM UTILITY COMPANY WITHIN LAST 12 MONTHS WHICH INCLUDES PROOF OF NO LATE FEES AND DISCONNECTIONS.
4. IF YOU NEED TO EMAIL OR FAX ANY OF THE ABOVE. PLEASE EMAIL [UTILITIES@KEENETX.COM](mailto:UTILITIES@KEENETX.COM) FAX 817-556-2060
5. ALL ITEMS MENTIONED MUST BE PROVIDED AT TIME OF SERVICE REQUEST. WATER WILL NOT BE CONNECTED WITHOUT ALL DOCUMENTATION.

**TO HAVE WATER TURNED ON SAME DAY WE MUST RECEIVE ALL PAPERWORK BY 3:00 PM. AFTER 3:00 PM THERE WILL BE A \$35.00 ON CALL FEE TO HAVE ON CALL COME OUT AND CONNECT SERVICE.**



Letter of Credit Rcvd:	
Needs Trash Can:	
Deposit Paid:	\$

**Water Utilities – Utility Service Application & Agreement**

1000 N. Old Betsy Rd\* Cleburne, Texas \* 76031\* 817-641-3336 \* Facsimile 817-556-2060

**PLEASE PRINT CLEARLY**

Requested Service Date: \_\_\_\_\_  Residential  Non-Residential

Own (Proof of ownership required)  Rent (copy of lease or rental agreement required)

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**Applicant Information:**

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ DL# or ID #: \_\_\_\_\_ DL/ID State: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**Email (PLEASE PRINT CLEARLY):** \_\_\_\_\_

**Spouse Information**

Spouse Name: \_\_\_\_\_ Spouse Date of Birth: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Emergency Contact Information**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Landlord Information**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Terms and Conditions of Agreement**

**New Account Deposits**

Upon establishment of an account, the applicant shall have the choice either to pay a deposit of \$200.00 without a letter of good standing or provide a letter of good standing from another existing utility account demonstrating the account holder is current with all payments within a twelve (12) month period and pay a reduced deposit of \$100.00. Outside city limits the deposit is 1.5 times the amount listed. Customers whose applications are submitted after 1 p.m. and processed by the City shall be turned on the same day upon payment of a \$35.00 Connection Fee.

**Due Dates and Late Fees**

Payments are due in full no later than 5 p.m. on the seventh (7<sup>th</sup>) day of the month. After 5 p.m. a 10% late payment fee shall be added. Any payments placed in drop box, mailed, by phone or paid online after 5 p.m. are considered late and subject to late fee.

## **Administration Fee**

If payment is not received by 5 p.m. on the twentieth (20<sup>th</sup>) day of the month, an Administration Fee of \$50.00 shall be assessed to the account and subject to disconnection of service.

## **Social Security Customers**

Customers that rely on social security payments and their payment arrives after the due date may apply to be placed on a list that waives the late penalty, upon providing proof of the payment arrival date, so long as the account balance consists of only the currently billed amounts.

## **Payment Extensions**

Customers can only request a payment extension once every six (6) months for a maximum of ten (10) calendar days. A customer's past compliance with such allowances will dictate whether a customer will be allowed additional time and is subject to approval of the Finance Department.

## **Disconnection Additional Deposits**

An additional deposit amount shall be charged each time a customer's service is disconnected for non-payment more than once in any twelve (12) months.

## **Closing Account/Discontinue Services**

You must notify the Utility Department in writing to discontinue service, the date and forwarding address to mail any deposits or final bills to must be included. This must be signed by the account holder. The form is located on our city website or at City Hall.

## **Leak Adjustments**

When a customer has a leak on the customer's side of the meter, the City will work with the customer on the leak adjustment if applicable. Customer's requesting an adjustment will need to complete a Leak Adjustment form and will be required to have a receipt from a licensed plumber or proof of purchase for apparatus for the repair. Without appropriate document the request shall be denied. Adjustments do NOT apply to leaking faucets, toilets, shower heads, or any like fixtures.

## **Outstanding Debt Search**

An outstanding debt search for a new account will be initiated. If any unpaid debt on any account(s) under the applicant's name or any person(s) on the lease is discovered, it will be applied to the account. You will be required to pay the full amount at the time of activation. If for any reason an outstanding balance is discovered after the time of activation, the full amount will be added to your bill. Any non-payment will cause utilities to be disconnected.

**I understand and agree to the terms and conditions.**

**Signature of Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Keene, TX**  
**City of Keene**  
1000 N Old Betsy Rd  
Cleburne, TX 76031  
817-641-3336

Please sign up at [www.keenetx.com](http://www.keenetx.com).



Alert Type	Text Voice Email
Emergency Alerts	
Community Notifications	
Fire Warning	Text Voice Email
Flash Flood Warning	
Freeze Warning	
Severe Thunderstorm Warning	
Tornado Warning	

