

OFFICE USE ONLY:	ACCOUNT # _____	Initials: _____
<input type="checkbox"/> Deposit Received	<input type="checkbox"/> Deposit Waived – Prior History with City of Harker Heights	<input type="checkbox"/> Scanned

APPLICATION FOR WATER SERVICE

HARKER HEIGHTS WATER DEPARTMENT • 305 MILLER’S CROSSING • HARKER HEIGHTS TX 76548

Today’s Date _____ Date to Begin Service _____

RESIDENTIAL SERVICE:

Location of Service _____ Phone # _____

Name _____ Spouse _____

SS# _____ DL# _____ State _____

Mailing Address _____

(If different from service address)

E-mail Address _____

Please check here if you would like your bill sent to your e-mail address above.

Place of Employment or Unit in Army _____ Work Phone # _____

COMMERCIAL SERVICE:

Location of Service _____ Phone # _____

Business Name _____ Owner Name _____

SS# or Tax ID # _____ DL# _____ State _____

Mailing Address _____

(If different from service address)

E-mail Address _____

Please check here if you would like your bill sent to your e-mail address above.

TERMS FOR SERVICE

The Applicant whose signature appears below applies to the Harker Heights Water Department for water service for the address listed above. Water service includes water, wastewater, drainage and sanitation services. He/She understands that a \$55 deposit is required in order to have residential service begun in their name; a \$200 deposit is required for commercial service. The Applicant agrees to pay for said service as bills are rendered in accordance with the rates, rules and regulations as provided by the Harker Heights Water Department. Bills include water and wastewater base and consumption fees as well as base fees for drainage and sanitation. It is the Applicant’s responsibility to contact the Water Department to terminate services, otherwise the account will continue to be billed and the Applicant will be responsible for all charges.

The Applicant further agrees to release and discharge said Harker Heights Water Department from any liability for damages suffered (1) by reason of water furnished to the premises, (2) by reason of interruption, discontinuance or disconnection of service hereunder from any cause, or (3) by reason of the condition, maintenance, location or existence of any of the facilities, fixtures, or systems located on or adjoining the property supplied and by which such services are furnished or delivered.

IMPORTANT: For our mutual protection, we require someone to be present the day the water is scheduled to be connected. This is to avoid the possibility of flooding the home. If someone is not present when the water is connected, a second trip may be necessary to connect services. This will result in a \$25 fee added to the first bill.

No person(s) other than Water Department employees are authorized to turn water on or off. Penalty for violation is a fine of up to \$500.

There will be a \$30 charge on all returned checks.

If charges are not paid by the delinquent date a \$15 late charge will be added to the account.

I hereby apply for service in accordance with the terms above. I further understand that information provided on this application is necessary to provide me with the services necessary in support of this application and to contact me in case of a water emergency.

Signature _____ Date: _____

RESIDENTIAL CUSTOMERS ONLY:

Information in your City of Harker Heights Water Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, is generally excepted from disclosure under Texas Government Code, Chapter 552 (Public Information Act)*. However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers) provides that a customer of a government-operated utility may request that the government-operated utility disclose personal information in a customer’s account record, including the customer’s address, or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage. Additionally, a customer or a representative of the customer may receive information excepted from disclosure if the information directly relates to utility service provided to the customer and is not otherwise confidential by law.

*Confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer’s account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee’s duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Please request a “Request for Disclosure of Information Maintained by the City of Harker Heights Water Department” form if you would like to allow for your information to be released to a person, to include a spouse, significant other, or roommate, and/or to the public.

DRAFT AUTHORIZATION

Drafting of your credit/debit card or bank account is an OPTIONAL service offered by the Harker Heights Water Department. If you choose to have your payment drafted, please SELECT ONE of the options below.

OPTION 1: CREDIT/DEBIT CARD DRAFT

Please go to <https://www.municipalonlinepayments.com/harkerheightstx> to register your account and enroll in autopay using a credit/debit card. There is a \$2.00 convenience fee associated with automatic credit card draft.

OPTION 2: BANK ACCOUNT DRAFT -- A voided check or bank card copy is REQUIRED for drafts from a bank account.

Name(s) on Account: _____

Bank Name: _____ Routing #: _____ Account #: _____

Please initial by each applicable statement:

_____ I authorize the City of Harker Heights to draft the account indicated above to pay my monthly utility bill. I understand that the account will be drafted for the total amount due on the due date referenced on my bill.

_____ I understand that this authorization will remain in effect until the City of Harker Heights receives written notification of its termination.

_____ I understand that I must pay my current bill and the next bill to allow time for my bank draft to be set up. Bank drafts must be pre-noted which can take up to one billing cycle.

_____ I understand that I must make payments on my account until “PAID BY DRAFT” appears on my City of Harker Heights utility bill. Failure to do so could result in late fees.

_____ I understand that, if my draft is returned for insufficient funds or closed account, I will be charged a fee of \$30. I will also no longer be permitted to have my account drafted nor pay by check for six months. After six months, I may need to submit a new automatic draft authorization in order to start drafts again.