



**CITY OF OVERTON, TEXAS
APPLICATION AND SERVICE AGREEMENT
“NEW UTILITY ACCOUNT SERVICE”**

Account #: _____

First Name: _____ **Last Name:** _____ **Date:** _____

Co-Applicant: _____

Service Address: _____ **Date of Birth:** _____

Mailing Address: _____ **SSN#:** _____

City: _____ **State:** _____ **Zip Code:** _____

Email: _____ **DL#:** _____ **State:** _____

Cell #: _____ **Phone #:** _____

Owner / Landlord Name _____ **Owner / Landlord Phone#:** _____

Residential Commercial Dumpster Size _____

Services Requested: Water Sewage Garbage Extra Trash Carts: # _____

Residential Renters		Residential Owners		Commercial	
<input type="checkbox"/> Inside City Limits	<input type="checkbox"/> Outside City	<input type="checkbox"/> Inside City Limits	<input type="checkbox"/> Outside City	<input type="checkbox"/> Inside City Limits	<input type="checkbox"/> Outside City
Deposit	\$150.00	Deposit	\$150.00	Deposit	\$150.00
Connect Fee	\$ 50.00	Connect Fee	\$ 50.00	Connect Fee	\$ 50.00
CSI:		CSI:		CSI:	
Other:		Other:		Other:	

The undersigned (“Hereinafter called the Consumer”) hereby makes application for and agrees to take from the City of Overton the service or services covered by this application at the address given above, consumer agrees that on or before the 15th day of each month, to pay for all such services furnished and/or consumed during the period for which said billing is rendered to the City. Billing is set in accordance with standard rate set by the City Council of the City of Overton for such standard class of service. Failure to pay the billed amount by the 15th of each month shall result in a \$10.00 late fee being assessed. Failure to pay the total amount billed and the late fee before the 25th of each month shall be subject to a \$25.00 surcharge (cut off & reconnect fee) being assessed to the account and the account will be scheduled for disconnection. The City shall not be obligated under this agreement to furnish any service of a type or character not available from the existing lines or facilities.

The consumer agrees to permit the authorized agents of the City free access to the premises of the consumer for the purpose of connecting, disconnecting, inspecting, testing, reading meters, repairing or removing any property of the City. Consumer agrees not to allow anyone other than authorized agents of the City to tamper with the property of the City for the purpose of removing its seals.

The City will make reasonable provisions to insure satisfactory and continuous service, but it does not guarantee continuous, and will not be liable for loss or damage caused by accidents or conditions which could not have foreseen or over which it has no control. The consumer agrees that this application and agreement is subject to all City Ordinances and Regulations (Chapter 50 of the City of Overton Code of Ordinances) covering the above service, and those Ordinances and Regulations are part of this agreement.

Applicant Signature: _____ **Date:** _____

Co-Applicant Signature: _____ **Date:** _____

(Co-Applicant required if under 18 years of Age)

EMPLOYMENT DETAILS

Employer Name: _____ Occupation: _____

Address: _____ Phone #: _____

City: _____ State: _____ Zip Code: _____

OTHER CONTACT/ PERSONAL INFORMATION CONTACT:

First Name: _____ Last Name: _____

Relationship: _____ Phone #: _____

PERSONAL REFERENCES (PROVIDE AT LEAST 3)

Name	Relationship	Telephone #
_____	_____	_____
_____	_____	_____
_____	_____	_____



City of Overton, Texas

☆1200 S. Commerce Street ☆Overton, TX 75684☆

☆903-834-3171 Voice ☆ 903-834-3174 Fax ☆

Account #: _____

“CUSTOMER CONFIDENTIALITY REQUEST”

Would you prefer your City of Overton Utility Records be kept Confidential?

- **You can now request that personal information contained in our utility application not be released to unauthorized persons through a public information request.**
 - The Texas legislature enacted a bill allowing publicly owned utilities give their customers an option of making the customer’s address, telephone # and social security number confidential.
- **Is there a charge for this service?**
 - No. There is not a charge for this service.
- **How can you request this?**
 - Simply complete the form located at the bottom of this page and return it to the City of Overton offices are located at 1200 S. Commerce Street, Overton, Texas 75684. If you need more information please call 903-834-3171 select option 2 for Utility Billing.

Please Note:

The City must still provide information under law to certain persons:

We must still provide information to: (1) an official or employee of the state or a political subdivision of the state or the federal government acting in an official capacity; (2) an employee of a utility action 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 or to the state; (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 services for compensation.

Yes, I want you to make my information (address, telephone # and social security #) confidential.

Customer Name: _____

Service Address: _____ Phone #: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Signature: _____ Date: _____



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Account #:

Know the City of Overton Rules & Regulations Concerning Utility Service Accounts and Utility Bills

1. Water Meters are read between the 15th to the 20th of each month (weather and/or emergency situations permitting).
2. Utility Bills are mailed on the 1st of the following month.
3. Customers are responsible for all water that passes through the meter including any water leaks on the customer side of the meter. If you notice high usage on your bill contact the City immediately and if you notice a leak on your side contact a plumber.
4. If your property does not have a customer side emergency shut off valve or a sewer clean out on your service lines, please be advised that you are strongly encouraged to consult a plumber (or your landlord) to have one installed.

PAYMENTS:

- All current billings are due by the 15th day of each month. Bills are due & payable between the 1st to the 15th of each month, and are **PAST DUE** after 7:30 a.m. on the 16th day of the month
- **A Night Drop Slot at City Hall** allows for payment after hours, money orders, checks and cash are accepted in the drop box. Please be sure to attach your water bill statement to the check or money order and write the service address on the check. Cash must be inside an envelope with the account number and service address listed on the envelope to ensure credit is given to the correct account.
- Night drop payments are accepted through the 16th at 7:30 a.m. and considered timely.
- Utility Billing Clerk will come in at 7:30 a.m. on the 16th and 25th of the month and post all payments from night drop. Before doors open at 8 a.m., all late charges will already be applied. **No Exceptions**
- When the 15th falls on a weekend or holiday, the next business day is considered timely until 4:30 p.m.
- Each customer will receive a hand-written receipt when the Utility Bill stub is not provided or the Utility Bill stub will be stamped "PAID" and the date the payment was accepted at the time it is accepted by the Utility Billing Clerk.
- Payments not received timely as outlined above will be charged a \$10.00 late fee.

ONLINE PAYMENTS:

Online Payments

- Go to www.cityofoverton.com & click on the Online Payments icon red button on the home webpage.
- The City Website online payments will accept Master Card, Visa, American Express, Discover and PayPal. The website will also accept a bank card with one of these logos.
- Consumer will be charged a .35¢ convenience fee plus a 3% of the total amount charged when paying by credit card.

CUTOFFS:

- Billings not received in full by the 25th of the month or night drop before 7:30 a.m. on the 26th of the month will be charged a \$25 administrative surcharge and shut off (locked).
- Services for unpaid accounts will be disconnected after 8:00 a.m. on the 26th of each month.
- A surcharge is applied to any account where the payment is made after the 25th, even if the service had not been disconnected.

EXTENSIONS:

- No extensions on the above listed due dates shall be granted; however, if you need to make a payment arrangement please contact City Hall.
- Please note if a payment arrangement is granted, then late fees and disconnect fees will still apply.

ADDITIONAL TRASH CARTS:

- Extra trash carts will be provided upon request for a fee of \$5.32 per additional cart.
- **A Trash can audit is done periodically, if your service is found to have additional carts that are not currently on your bill they will be added to the next month's bill after the audit.**



City of Overton, Texas

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Timeline:

Payment Due	Past due – add \$10.00	Payment Amount + 10.00 Late Fee + 25.00 Surcharge
1 st – 15 th	16 th – 25 th	Payment made after 25 th - Scheduled for Disconnection

Consumer Acknowledgement:

Consumer Signature

Date

Consumer Printed Name

Service Address

City Employee Initials