

**City of Callisburg Water & Sewer**  
59 Campbell Street  
Callisburg, TX 76240  
(940) 665-9809 (phone) (866) 384-1785 (fax)  
callisburg@ntin.net

**SERVICE PACKET**

Date: \_\_\_\_\_ Account # \_\_\_\_\_

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

Co-Applicant's Name: \_\_\_\_\_

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

Billing Address: \_\_\_\_\_ City, St, Zip \_\_\_\_\_

Phone #'s: \_\_\_\_\_

Emergency Contact and Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Previous Owner: \_\_\_\_\_

**The following documents and fees are necessary for your Service Packet to be complete:**

- Right-of-Way Easement***
- Proof of Ownership*** (This is a FILED copy of the General Warranty Deed. It is usually sent to you approximately thirty (30) days after you signed all the paperwork on the day you purchased your property. It will be mailed to you from the county in which you purchased your land. One will also be sent to the title company. The title company can usually fax us a copy.)
- Customer Service Agreement***
- TCEQ/CSI Questionnaire***
- Two Residence Policy, Equipment Agreement & Backflow Prevention Policy***
- Acknowledgement of Fees & Terms***

**NEW RESIDENTIAL SERVICE:** The cost to establish new residential water utility service is \$4,000.00; this amount does not include a refundable deposit of \$200.00. Please contact our office for specific costs involved in setting up your new water service. The new service breakdown cost does not include sewer connection fees (inside city limits), any road bores or water line extensions if necessary.

**HOW TO SUBMIT FORMS:** All forms are available in our office, or for your convenience, forms may be obtained from our website, completed and submitted via email, regular mail or in person, along with the appropriate deposit and/or new service fee.



## CUSTOMER SERVICE AGREEMENT

Agreement made this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ between City of Callisburg Water & Sewer and \_\_\_\_\_ (hereinafter called the applicant and/or customer).

The following are the Customer Service Agreement terms:

- A. City of Callisburg Water & Sewer will maintain a copy of this agreement as long as the customer and/or the premises are connected to the water system.
- B. The customer shall pay the service fees and supply Callisburg Water & Sewer with a filed copy of the General Warranty Deed, a Right-of-Way Easement, and a signed Customer Service Agreement. A meter will not be set until all fees have been paid and all paperwork, with the exception of the filed General Warranty Deed, are received by Callisburg Water & Sewer. Applicants will have 30 days to get the filed copy of the Warranty Deed to Callisburg Water & Sewer after filling out the paperwork and fee payment.
- C. The customer shall allow his property to be inspected for possible cross-connection or undesirable plumbing practices. The inspections shall be conducted by Callisburg Water & Sewer or its designated agent prior to initiating service and periodically thereafter. The inspection shall be conducted during Callisburg Water & Sewer's regular business hours.
- D. City of Callisburg Water & Sewer shall notify the customer in writing of any cross-connections or undesirable plumbing practice, which has been identified during the initial inspection or periodic re-inspection.
- E. The customer shall immediately correct any undesirable plumbing practices on his premises.
- F. The customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the system. Copies of all testing and maintenance records shall be provided to City of Callisburg Water & Sewer.
- G. Customers living inside of the city limits must obtain all permits required for new construction prior to establishing water and sewer service.
- H. If the customer fails to comply with the terms of this service agreement, City of Callisburg Water & Sewer, at its option, shall terminate service, or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expense associated with the enforcement of this agreement shall be billed to the customer.

City of Callisburg Water & Sewer is responsible for protecting the drinking water supply from contamination or pollution, which would result from improper plumbing practices. The purpose of this service agreement is to notify the customer of 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 City of Callisburg Water & Sewer will begin service. In addition, when service to an existing connection has been suspended or terminated, City of Callisburg Water & Sewer will not re-establish service unless it has a signed copy of this agreement.

All water shall be metered by meters to be furnished, installed, and owned by City of Callisburg Water & Sewer. The meter connection is for the sole use of the customer and is to serve water and provide service to only one (1) dwelling and/or one (1) business. Extension of pipes to transfer water utility service from one property to another, to share, resell, or sub-meter to any other persons, dwellings, business and/or property, etc. is strictly prohibited.

City of Callisburg Water & Sewer is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. This service agreement serves as notice to each customer of the plumbing practices. This service agreement serves as notice to each customer of the plumbing restrictions which are in place to provide this protection.

City of Callisburg Water & Sewer shall enforce these restrictions to ensure the public health and welfare. The following undesirable 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 assembly in accordance with state plumbing regulation. Additionally, all pressure relief valves and thermal expansion devices must be in compliance with state plumbing codes.
- 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 and a private system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the proper installation of an airgap, or a reduced pressure-zone backflow prevention assembly, and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c. No connection which allows condensing, cooling or industrial process 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 consumption.
- e. No solder or flux which contains more than 0.2% lead may be used for the installation or repair of plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

City of Callisburg Water & Sewer shall have the right to locate a water service meter and the pipe necessary to connect the meter on the customer's property at a point chosen by City of Callisburg Water & Sewer. City of Callisburg Water & Sewer shall have access to its property and equipment located upon customer's premises at all reasonable times for any purpose connected with or in the furtherance of its business operations. Upon discontinuance of service, City of Callisburg Water & Sewer shall have the right to remove any of its equipment from the customer's property.

City of Callisburg Water & Sewer's authorized employees and/or contractors shall have access to the customer's property or premises and service lines and plumbing facilities at all reasonable times for the purpose of inspection for possible violations of City of Callisburg Water & Sewer's policies of Texas Department of Health rules and regulations. To ensure compliance with state required minimum acceptable operating practice for public drinking water systems, as promulgated by TCEQ or successor agency, applicable plumbing codes and utility constructions standards. City of Callisburg Water & Sewer strictly prohibits the connection of service pipelines from its water service meter to any private well or unknown water supply.

**NOTICE:**

The customer shall install at his/her expense any necessary service lines from City of Callisburg Water & Sewer's facilities and equipment to the point of use including any customer isolation valves, clean-outs, and other equipment as may be specified by City of Callisburg Water & Sewer.

By execution hereof, the member shall hold City of Callisburg Water & Sewer harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, beyond City of Callisburg Water & Sewer's control.

The customer shall grant City of Callisburg Water & Sewer an easement of right of way on property for the purpose of installing water lines on the property. City of Callisburg Water & Sewer, or its successors, at its expense, shall define said easement, and record in the county records. City of Callisburg Water & Sewer can maintain and operate such pipelines, meters, valves, and any other such equipment that may be deemed necessary by Callisburg Water & Sewer to extend or improve service for existing or future members.

By execution of this Customer Service Agreement, applicant shall guarantee payment of all rates, fees, and charges due on any account for which said applicant has service. **Customer agrees to pay any and all balances incurred, including residences that are rented to another person.** Customer understands that the **CUSTOMER** is responsible for all charges due on any account for which said applicant has service.

By execution of Customer Service Agreement, applicant agrees that non-compliance with the terms of this agreement by said applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of City of Callisburg Water & Sewer.

Any misrepresentation of facts by the applicant on any of the pages of this form shall result in discontinuance of service pursuant to the terms and conditions of City of Callisburg Water & Sewer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

State of Texas                    §  
County of \_\_\_\_\_       §

BEFORE ME, the undersigned authority, a Notary Public in and for the State of Texas, on this day personally appeared \_\_\_\_\_, known to me to be the person whose name is subscribed to the foregoing instrument and acknowledged to me that he/she/they executed the same for the purposes and consideration therein expressed.

GIVEN UNDER MY HAND AND SEAL OF OFFICE this the \_\_\_\_\_ day of \_\_\_\_\_,  
\_\_\_\_\_.

**(NOTARY SEAL)**

\_\_\_\_\_  
Notary Public in and for the State of Texas

My Commission Expires: \_\_\_\_\_

# CSI QUESTIONNAIRE

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Account \_\_\_\_\_

1. Number of people in household \_\_\_\_\_

2. Will this house be used as a rental? \_\_\_\_\_

3. Is this a contractor built or manufactured home? \_\_\_\_\_

4. Is this house a new construction? \_\_\_\_\_

5. Do you have livestock? \_\_\_\_\_

6. Do you or will you have any automatic waters? \_\_\_\_\_

7. If yes, are they watered from public water? \_\_\_\_\_

8. Swimming Pool? \_\_\_\_\_ in ground \_\_\_\_\_ above ground

9. Do you have a sprinkler system? \_\_\_\_\_

10. Do you have any special needs? \_\_\_\_\_

\_\_\_\_\_

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**TWO RESIDENCES AGREEMENT**

Two (2) Residences are NOT allowed on one (1) meter. This is State of Texas regulations as well as City of Callisburg Water & Sewer policy. Any customer that breaks this regulation will be notified and required to purchase an additional meter service for the second residence. If a second service is not purchased, then the current meter will be disconnected.

**EQUIPMENT AGREEMENT**

The undersigned, understands that all equipment installed inside my water meter box and the equipment itself is the property of City of Callisburg Water & Sewer. I can hold no claim to any equipment (i.e.) meter. I also agree to help keep the area around said meter clear of vegetation and debris. I agree that if damages are incurred to any of the City of Callisburg Water & Sewer equipment installed on my property, I could be charged for replacement costs.

**BACKFLOW PREVENTION**

Customer agrees to provide backflow prevention as required by City of Callisburg Water & Sewer due to possible health hazard situations. All in ground sprinkler systems connected to the City of Callisburg Water & Sewer system must have an RPZ type backflow protection assembly installed at the required height above ground, as described by the Texas Administrative Code, Title 30, Part 1, Chapter 344, Subchapter E. All backflow prevention devices must be tested by a licensed inspector upon installation and thereafter on an annual basis. A copy of all inspection reports shall be furnished to City of Callisburg Water & Sewer.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF ACKNOWLEDGEMENT

\_\_\_\_\_  
PRINTED NAME

# CITY OF CALLISBURG WATER & SEWER ACKNOWLEDGEMENT OF FEES & TERMS 2022 REVISED

**EXHIBIT A**

**WATER CONNECTION FEE (based on ¾” or 1” meter) - \$3,000.00**

Fee charged for each new water connection (based on ¾” or 1” meter) and is in addition to the water tapping fee described below. Any meter larger than 1” will pay the difference in meter cost.

**WATER TAP FEES - \$1,000.00**

Fee charged to tap the water main and set a meter. You are not purchasing the water meter. You are responsible for laying and maintaining the water line from the meter to your house. Anyone applying for a water tap where an extension to the City’s main water line would be required must get approval from the Callisburg City Council and follow the City’s exact specifications for water lines.

**All road crossings are required to be bored and will be at the owner’s expense** – must be by a licensed contractor and made during regular business hours so that the City’s representative can inspect.

**WATER DEPOSIT - \$200.00**

- A \$200.00 deposit is required of property owners who wish to establish water service.

**SEWER CONNECTION FEE (based on ¾” or 1” meter) - \$1,500.00**

Fee charged for each new sewer connection. You are responsible for having a licensed plumber make the actual sewer tap and connection from the City’s main sewer line to your house, as well as the maintenance of that line.

	<u>Water Rates</u>	<u>Sewer Rates (Residential Only)</u>
<b>COST – Billed Monthly</b>	<b>\$20.00</b> Base Rate ¾” meter <b>inside</b> City	<b>\$20.00</b> <b>inside</b> City
	<b>\$23.00</b> Base Rate ¾” meter <b>outside</b> City	<b>\$23.00</b> <b>outside</b> City, where available
	<b>\$4.50</b> per thousand 0 – 5,000 gallons	First 2,000 gallons included in base rate
	<b>\$5.00</b> per thousand 5,001 – 10,000 gallons	<b>\$2.50</b> per thousand 2,001 – 15,000 gals
	<b>\$5.50</b> per thousand 10,001 – 20,000 gallons	
	<b>\$6.00</b> per thousand 20,001 – 30,000 gallons	
	<b>\$6.50</b> per thousand 30,001 – 40,000 gallons	
	<b>\$7.00</b> per thousand 40,001 – 50,000 gallons	
	<b>\$7.50</b> per thousand 50,001 and above	
		<u>Sewer Rates (Non-Residential, Commercial, Industrial, Institutional)</u> Rates same as Residential with <b>No Maximum</b>

**The minimum monthly charge will be charged each month to any account where a water meter is installed, even if there is no water usage during the month.**

**Water & Sewer Base Rate Fees are based on size of meter**

**Inside City – ¾” \$20.00 1” \$40.00 2” \$135.00**

**Outside City – ¾” \$23.00 1” \$46.00 2” \$159.00 (Hydrant/Construction meter lease/fees by separate contract)**

**RE-SERVICE FEE**

On property where service previously existed, the City shall charge the Re-Service Fee of \$500.00, Water Deposit, any delinquent charges left on the account, and any other applicable costs necessary to restore service.

**DISCONNECTION FEE - \$50.00**

Fee charged to any delinquent account that is disconnected. Customers requesting after hours, or weekend reconnections will be charged \$100.00 instead of the standard \$50.00 fee charged to accounts which are reconnected before 5:00 p.m. on a weekday.

**LABOR CHARGE - \$150.00 per hour**

– Hourly charge for any after hours or weekend repairs to water or sewer service caused by the customer.

**WATER METER TAMPERING FEE – TO BE DETERMINED BY THE CITY**

Fee charged for water meter tampering including any unauthorized turning on of a meter previously turned off by the City. Customers will also be charged for any damages to City property that are the result of said tampering. These fees will be based on actual cost.

**TRANSFER OF SERVICE FEE - \$50.00**

Transfer of service will have a \$50.00 non-refundable fee, which will be paid by the new owner. The previous owner will be responsible for the final bill prior to transferring service. The previous owner will need to contact our office and set up a date for the final reading and to sign a transfer agreement over to the new owner. If the transfer is required due to the death of an account holder, the City will transfer the account into the name of an immediate family member at no charge.

**RESEARCH FEE - \$300.00**

Fee charged for research of an increase in water usage. Example includes but not limited to Data Log performed on meter endpoint.

**DEVELOPER'S FEE - TO BE DETERMINED BY THE CITY**

Fee charged to perform assessment and issuance of a Will-Serve agreement.

**PERMITS** – All customers inside the City of Callisburg city limits must obtain the correct permits prior to new service being established. Please contact the City Secretary about the permit requirements.

**RETURN CHECK FEE - \$30.00**

Bills are **due the 15<sup>th</sup>** of each month. Bills are **considered past due on the 16<sup>th</sup>** of the month and are assessed a 10% late charge. Water service will be cut off and a \$50.00 disconnect fee will be charged if the account balance is not paid in full **BEFORE** the 23<sup>rd</sup> of the month. The account balance plus the disconnect fee must be paid in full before water service will be reconnected.

**Reconnect payments must be paid with cash, money order, credit or debit card.**

Accounts must remain in the property owner's name. There will not be a transfer of service from the property owner to a renter. Property owners are ultimately responsible for payment of water bills.

We accept cash, check, money orders, and credit or debit cards. You can mail your bill, bring it into the office, drop it off in the drop box, by with credit or debit card by phone, sign up for automatic payment, or go online to our website at [www.callisburgtx.com](http://www.callisburgtx.com) to pay online.

Signature of applicant \_\_\_\_\_

Date \_\_\_\_\_