



**Application and Agreement for Water, Sewer & Trash Services**

Date Service is to Begin: \_\_\_\_\_

Name(s) on account: \_\_\_\_\_

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

Mailing Address (if different from above):  
\_\_\_\_\_

Home: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_

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

Mail bill? YES \_\_\_\_\_ NO \_\_\_\_\_ E-Mail bill? YES \_\_\_\_\_ NO \_\_\_\_\_

DL #: \_\_\_\_\_ State: \_\_\_\_\_ DOB: \_\_\_\_\_

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Proof of Residency is **required**. Please provide a copy of Lease Agreement, management agreement or first page of Closing Disclosure.

If you are leasing, please complete the following:

Landlord/Realtor's Name: \_\_\_\_\_ Phone: \_\_\_\_\_

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**In Case of Emergency**

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

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

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8001 Shin Oak, Live Oak, Texas 78233 210-653-9140 Ext. 2007 [www.liveoaktx.net](http://www.liveoaktx.net)

Utility Department email: [utilities@liveoaktx.net](mailto:utilities@liveoaktx.net)

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## Deposit Agreement

I hereby agree to the following conditions **(please initial)**:

1.        The deposit of \$100.00 will be credited to my final bill and any remaining credit will be mailed in the form of a check to the forwarding address provided on the Termination of Service form. The \$15.00 application fee is not refundable.
2.        New account turn-on hours are from 8 am – 2:30 pm Monday through Friday, excluding holidays. It is the responsibility of the customer to ensure there are no faucets/spigots in the "ON" position or any open water lines or leaks when the service is turned on. The City of Live Oak is not responsible for any damage incurred due to open fixtures, water lines or leaks at the residence.
3.        You must complete a "Termination of Service" form when you leave the premises permanently and provide a forwarding address.
4.        If you do not receive your bill, it is your responsibility to contact the Utility Billing office and determine the amount of your bill. Bills not paid by the due date. will incur a 10% penalty.
5.        If water service is disconnected for non-payment, a \$30.00 fee will be added to the account. A full payment must be collected before service can be restored. Services are restored Monday through Friday 8 am – 4 pm, excluding holidays.
6.        If the water has been disconnected for non-payment, do not turn the water on yourself or you will incur a tampering fee. The City of Live Oak charges \$75 for the first incident and \$150 for the 2<sup>nd</sup> and any subsequent incidences.
7.        Bills may be paid at City Hall, on the website at [www.liveoaktx.net](http://www.liveoaktx.net), by bank draft, or by placing it in the drop box located in front of City Hall, or by mailing it to the utility office.
8.        There will be a 25.00 charge added to your account for any returned check or draft.

By signing below, I hereby acknowledge I have read and agree to the terms in this document. In consideration for receiving water, sewer and trash services from the City of Live Oak, Texas, at the service address, I hereby acknowledge responsibility for payment of service billings. Payment by the indicated due date is required to prevent interruption of service. I am responsible for these services until my account is closed and paid in full.

**CUSTOMER SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

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\*\*\*Office Use Only\*\*\*

Account Number \_\_\_\_\_

Employee \_\_\_\_\_