



City of Jacksonville

New Service Requirements

For all new **Residential Service Accounts**, including Transfers from one service address to another, a copy of one of the following is **REQUIRED** prior to approval of water service:

1. Lease Agreement (if renting)
2. Settlement Statement or Deed of Trust (if purchased)

A copy of BOTH of the following items are required for each adult over 18 years of age living in the home:

1. Social Security Card, Statement from IRS of your ITIN (Tax ID Number)
2. Photo ID card, preferably a valid Texas Driver's License

Other information regarding new accounts and transfers:

- All outstanding bills will need to be paid in full, as well as an additional deposit prior to approval of a new water account. The City of Jacksonville retains the right to add to the current bill any previous outstanding balances to the current account if the amounts are not paid in full prior to a new account set up; all rules regarding due dates and disconnections will be applied to all balances, current and past due.
- If transferring from one service address to another, the current account will need to be paid in full prior to transfer, and a \$50.00 connection fee will be charged; the customer's current deposit on file will transfer to the new account.
- In most cases, new accounts will be turned on within one business day.

For all new **Commercial Service Accounts**, including Transfers from one service address to another the following copies are **REQUIRED** prior to approval of water service:

1. Lease Agreement (if renting)
2. Settlement Statement or Deed of Trust (if purchased)
3. Application for Certificate of Occupancy Receipt from Developmental Services.

Copies of all of the following items are required:

1. Business Tax ID#
2. Business owner's Social Security card, Statement from IRS of your ITIN (Tax ID Number)
3. Business owner's Photo ID card, preferably a valid Texas Driver's License

Other information regarding new accounts and transfers:

- **Commercial Sanitation Accounts will need to be set up by contacting Republic Services at 1-800-678-7274; ask for someone handling the City of Jacksonville Accounts.**
- All outstanding bills will need to be paid in full, as well as an additional deposit prior to approval of a new water account. The City of Jacksonville retains the right to add to the current bill any previous outstanding balances to the current account if the amounts are not paid in full prior to a new account set up; all rules regarding due dates and disconnections will be applied to all balances, current and past due.
- If transferring from one service address to another, the current account will need to be paid in full prior to transfer, and a \$50.00 connection fee will be charged; the customer's current deposit on file will transfer to the new account.
- In most cases, new accounts will be turned on within one business day.



City of Jacksonville Commercial Water and Sewer Service Application

PLEASE PRINT

Business Name: _____ **Service Start Date:** _____

Business Owner's Name: _____

New Service Address: _____ **Business/Cell Phone #** _____

Email Address: _____

Mailing Address (if different): _____

Business Owner's Home Address: _____

Business TAX ID #: _____ **Certificate of Occupancy Receipt#:** _____

Owner's SS#: _____ **Business Owner's Driver's License#:** _____

Previous Service Address: _____

Date of Disconnection (if transferring service): _____

Owner: _____ **Renter:** _____

For all new Commercial Service Accounts, including transfers from one service address to another, the following copies are REQUIRED prior to approval of water service:

1. Lease agreement (if renting)
2. Settlement Statement or Deed of Trust (if purchased)
3. Application for Certificate of Occupancy receipt from Developmental Services

A copy of all the following items is required:

1. Business TAX ID#
2. Business owner's Social Security Card, Statement from IRS of your ITIN (TAX ID number)
3. Business owner's photo ID card, preferably a valid Texas Driver's License.

Other information regarding new accounts and transfers:

***Commercial sanitation accounts will need to be set up by contacting Republic Services at (800) 678-7274; ask to speak to someone handling Jacksonville Accounts.**

DEPOSIT: \$ _____ RECEIPT #: _____ PROCESSED BY: _____ DEVICE #: _____

LAST READING: _____ CURRENT READING: _____ RADIO ID#: _____

FROM ACCOUNT #: _____



THE CITY OF JACKSONVILLE

Water Service Turn-On Policy

In an effort to limit City liability from water damages incurred due to open water lines or plumbing problems when water service is turned on, the City has implemented the following policy:

When a customer requests that their water service be turned on, the following conditions must be met before water service will be established.

1. The customer must be present at the property location at the time the water service is turned on, if the customer cannot be at the property location on the designated date and time of service connection, the customer assumes all responsibility for any damage, as set forth in the "Water Service Disclaimer". The customer must have access inside the facility to check for leaks and notify the operator that no plumbing problems exist.
2. If a City of Jacksonville's serviceman is required to be sent to the property because the City was not able to leave the water turned on due to running water on the customer's side of the meter, the account will be charged a \$25.00 trip fee each time the serviceman returns to the property.
3. I acknowledge that any water damage incurred due to open faucet, open valve or defective plumbing is my responsibility.
4. I also acknowledge that if the water is not able to be turned on by a City of Jacksonville's serviceman because of an open faucet, open valve or defective plumbing, the customer is responsible to call the City of Jacksonville to activate the water

I, _____, am requesting water service at

the following address: _____, on

Date: _____

Signature

Date



City of Jacksonville Bank Draft Authorization (OPTIONAL)

Date: _____

Service Account Holder's Name: _____

Water Account Number: _____

Until further notice, I authorize the City of Jacksonville to automatically draft my bank account:

Routing Number

Account Number

Bank Name

Please attach a cancelled or voided check

For payment of the above account's monthly utility billing. I understand that the utility bill will be mailed to my mailing address on file. My bank account will be drafted on the scheduled date each month unless a holiday or weekend, then it will be drafted on the prior business day.

Customer's Signature:

Would you like to also draft \$1 for the Voluntary Beautification Fund donation each Month?

Yes _____ No _____



FEE SCHEDULE

Water Utility -- Ordinance No. 1555

RETURN CHECK COLLECTION FEE (NSF)	\$35.00
TRANSFER FEE Customer opens an account within 15 days of disconnecting an existing account	\$50.00
RECONNECT FEE (\$50.00 normal business hours) A current delinquent account that has been disconnected for non-payment	\$35.00
NEW WATER DEPOSIT Deposits will be refunded after twelve (12) months of on-time payments by way of credit on account. No cash refund for deposits will be issued unless account is closed in good standing before twelve (12) months.	\$75.00
APPLICATION FEE FOR NEW SERVICE (Non-refundable)	\$25.00
METER TAMPERING FEE Applies to: broken meter locks; damaged/broken curb stop; dialer, damaged or disconnected; meter lock removed; broken meter; stolen meter; unauthorized connection inserted; any unauthorized water usage; obstruction of water meter.	\$50.00 To \$500.00
COMMERCIAL DEPOSIT FEE	(BASED ON METER SIZE)
ADDITIONAL RESIDENTIAL DEPOSIT This will be the deposit for returning customers that want to open a new account but have previously uncollected balances where accounts were closed for non-payment.	\$300.00