



APPLICATION FOR UTILITY SERVICES

Water, Wastewater, and Solid Waste

If filling application out by hand please print clearly.

Account Type

Select Type of Service Account:

- Commercial/Nonresidential Service
- Residential Service *(includes solid waste, recycling, bulk/brush, hazardous waste collection)*
- Irrigation Only *(Watering Livestock and/or Vegetation)*
- Contractor's (Temporary)

If you chose Commercial/Nonresidential Service as your account type please provide your Certificate of Occupancy Number in the field below. If you have not been issued one, contact Justin French at j.french@robinsontexas.org or by calling (254) 662-1415 ext. 2500.

_____ *Certificate of Occupancy Number*

Applicant Information

Start Date: _____
Provide the date you would like services to begin.

Primary Applicant's Name: _____

Secondary Applicant's Name: _____
(Any spouse, domestic partner, or adult roommate of the Primary Applicant must be identified)

Service Address: _____

Mailing Address *(if different)*: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ E-Mail: _____

Primary Applicant's Employer: _____

Secondary Applicant's Employer: _____

The Service Address is:
Owned Rented (identify landlord) _____

Other (explain): _____

Account Information

Does the service account have an OSSF *(Onsite Sewage Facility/Septic Tank)* How would you prefer your statement to be sent to you?

Yes

No

Electronic Billing

Paper Mailing

Both (Electronic/Paper Billing)

If you signed up for e-billing, please provide the e-mail address you would like the bill sent to:

Additional Information

Have you ever had service with the City of Robinson before? Yes No

If yes, when? _____

What was the address? _____

Has the secondary applicant ever had service in the City of Robinson before? Yes No

If yes, when? _____

What was the address? _____

Have you ever had your water service cut-off for non-payment or delinquent payment of your bill at any previous address where you have lived (if you or your spouse were the customer on the account?) Yes No

If "Yes", explain, including identification of the approximate date(s) (if known) and the water service provider(s) (required):

Provide two addresses where you have lived during the past five (5) years:

1st address: _____

2nd address: _____

Provide all city utility providers you have received services from over the past five (5) years:

If the Secondary Applicant is your spouse or domestic partner, identify any city provided utility service that has been applied for or provided in their name during the last five (5) years:

Name of closest relative not living at the service address:

Closest Relative's Address: _____

Closest Relative's Telephone: _____

Applicants Acknowledgment:

It is Understood By The Applicant That:

The City is not obligated to furnish any service of a type or character not available from the existing lines and facilities of the City.

Applicant must allow the City or its authorized agents to access the premises of the Applicant prior to service being instituted to determine compliance of connection(s) with applicable local and state codes.

Applicant agrees to permit authorized agents of the City free access to the Applicant's premises for connecting, disconnecting, testing, reading meters, repairing, or removing any property of the City.

The City makes reasonable provisions to assure service, but it does not guarantee continuous service.

The obligation for all lines on the Applicant's property downstream from the meter rests with the Applicant, and is not the responsibility of the City.

Beyond what is set forth in this application, extensions of service, deposits, rates, termination, re-connect fees, meter and tap charges, meter re-reads and fees, back-flow protection requirements, regulations regarding wastes disposed of in sanitary sewer system, and other rules and regulations regarding the provision of services by the City and the use of such services by the Applicant are also contained in the ordinances of the City of Robinson and in the rules and regulations of the City's water and wastewater departments, which are incorporated by reference herein.

Payment for services received is due on or before the due date set forth on the bill and is considered past due 24 days after the date of billing. If the bill becomes past due the City of Robinson may refuse to furnish utility services to the account. If you are allowed to enter into a pay-out agreement for a past due amount you must comply with that agreement AND keep subsequent bills current.

No delay, leniency, or special dispensation by the City with regard to enforcing payment with regard to a bill shall constitute a waiver of the City's rights to strictly enforce payment on any other bill or create a right or expectation on the part of the customer to such delay, leniency, or special dispensation by the City with regard to any other bill.

Other Acknowledgments of the Applicant:

In addition to the right to terminate service for non-payment, the City shall also have the right to recover against the Applicant under any remedy available to it under law. By this application, Applicant agrees that the City shall be entitled to recover from Applicant the City's reasonable attorney's fees and costs incurred in any collection proceedings against the Applicant.

In the event of termination of service, deposits on the account will be applied to the final bill and the balance due, if any, will be billed to the Primary Applicant. Likewise, any refunds will be paid to the Primary Applicant. Although, the Primary Applicant is considered the decision maker for the account, if service is to remain connected after the Primary Applicant's departure from the service address (for example in the event of separation or divorce); the deposit will be returned to the Primary Applicant upon termination unless other arrangements are made with the other party and the City.

The City reserves the right to refuse service where it appears that a change of customer/applicant identity is made to avoid or evade payment of a utility bill. Assignments of deposits for the purpose of the account being changed to a new customer must be in writing and be signed by the Primary Applicant. The assignment must expressly identify the person to whom the deposit is assigned. The assignment must be delivered to the City by the Primary Applicant, who must show proof of identification. The assignment may be otherwise delivered if it is notarized. The new customer must provide a valid photo I.D. (a copy of which will be placed in the customer's account file). A surviving spouse of the Primary Applicant may change an account with no need to update the deposit or to obtain assignment thereof upon showing proof of death.

Other Acknowledgments of the Applicant Cont'd:

A surviving spouse of the Primary Applicant may change an account with no need to update the deposit or to obtain an assignment thereof upon showing proof of death.

The transfer of service from one service address to another inside the City limits of Robinson requires payment of a \$25.00 transfer fee. If a service was not available at the old address but is available at the new address---the then-current deposit for that new service must also be paid. The existing deposit is required to be updated. To be eligible to transfer service without paying a new deposit, the account must be in good standing.

Tampering with taps, meters, or City lines will not be tolerated and, in addition to resulting in termination of service, may result in criminal charges being pursued.

You will be charged the cost of repairing any broken water cut-off on your property caused by you or your invitees.

You will be charged for the cost of repairing any damage to the meter or City lines caused by you or your invitees

In accordance with HB859, I want my personal information on my account records kept confidential.

Yes No

BY YOUR SIGNATURE BELOW YOU ARE CERTIFYING THAT THE INFORMATION THAT YOU HAVE PROVIDED HEREIN IS TRUE AND CORRECT.

Primary Applicants Signature: _____

Print Name: _____

Date: _____

Methods of Payments

Credit Card Payments: (MasterCard or Visa) accepted at City Hall or by going online to www.payrobinsontx.com. There is a 3.5% processing fee for any utility services made with a debit or credit. Phone payments are NOT accepted.

ACH Draft Payments: your bill amount will be drafted from your bank account on either the 10th or 25th (depending on your billing cycle). Sign up at city hall or get form online at www.robinsontexas.org

Mail Payments: City of Robinson, 111 W Lyndale Ave., Robinson, Texas 76706

Use a Bill Pay Service through your bank or other choice: Please allow at least ten (10) days for payments to arrive on time.

A Drive-Thru Depository: available at City Hall for your convenience 24 hours a day.

Office Use Only:

Deposit _____ Inspection: _____

Account # _____

Connect Date: _____ Other: _____

Company/Utility Service Application Form

Water Tap: \$ _____ Wastewater Deposit: \$ _____

Water Deposit: \$ _____ Solid Waste Deposit: \$ _____

Water Meter Set: \$ _____ Wastewater Connection Inspection: \$ _____

Wastewater Connection: \$ _____ Total: \$ _____

Frequently Requested Phone Numbers

Police Emergency.....9-1-1

Non-Emergency and Animal Services - (254) 662-0525

Fire Emergency.....9-1-1

Non-Emergency - (254) 662-3801

Utilities:

Water, Sewer, Street, Solid Waste, Bulk/Brush - (254) 662-1415

Additional City Services:

Building Inspection/Permits, Garage Sale Permits, and Outdoor Burning - (254) 662-1415

Code Enforcement - (254) 662-1415

Municipal Court - (254) 662-1415

Park and Special Events - (254) 662-1415

Other Utilities:

Electricity - www.powertochoose.com

Cable - Time Warner - (254) 776-1141

Grande - (254) 235-4600

Gas - Atmos Energy - 1-800-460-3030

Chamber:

the Greater Robinson Chamber of Commerce - (254) 662-6434

Robinson ISD:

Administrative Building - (254) 662-0194

High School 9th-12th grade - (254) 662-3840

Junior High School 6th-8th grade - (254) 662-3843

Intermediate School 4th-5th grade - (254) 662-6113

Elementary School 2nd-3rd grade - (254) 662-5000

Primary School Pre-K-1st grade - (254) 662-0251

Common Code of Ordinance Violations and Questions

The list below is a public notice for information purposes only. This is only a brief definition. A complete definition and other ordinances can be found <http://bit.ly/CORCodeofOrdinances>.

- 1) STAGNANT WATER-10-127: All premises within the city shall be maintained in such a manner as to prevent the breeding of mosquitos on the premises.
- 2) JUNK AND ABANDONED VEHICLES-18-138: A motor vehicle located in any place where they are visible from a public place or public right-of-way. Must have up to date tags also.
- 3) TALL GRASS, BRUSH, WEEDS, TRASH, DEBRIS-10-28: It shall be unlawful for any person in charge of the premises in the city to allow any of these things to accumulate which may potentially become a health or fire hazard. Includes front and back yards. Grass must not exceed 12 inches high.
- 4) GARAGE SALE SIGNS-15-82: All signs must be picked up after the sale has ended or may be subject to fines and court fees. A copy of the permit shall be posted so as to be seen by the public and representative of the city.
- 5) OPEN STORAGE-7.303: All premises in an R (residential) district used for open storage shall have a solid fence not less than seven feet high completely enclosed in the area used for open storage.
- 6) PARKING IN THE YARD-4.209: Required front yards shall be used only for landscaping, walkways, and driveways necessary for access to the parking area.
- 7) SIGNS-7.401 THROUGH 7.405: No sign shall be placed on or over public right-of-way (the used or unused portion) or on utility poles, or in such a manner as to create a hazard to traffic. This includes political, business, or personal.