



P.O. Box 44 Trenton, Texas 75490

Phone (903)-989-2237 Website www.cityoftrentontx.org

Water Service Agreement

1. **Purpose** – The City of Trenton is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the plumbing restriction, 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 the City of Trenton will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this agreement.
2. **Due Dates** – Bills are mailed on the 1st of the month. Payment is due on the 15th. On the 16th a late fee will be posted. If the payment is not received by the 25th a past due will be accessed. The account will need to current by the last working day of the month or the water will be turned off. If you are signed up for auto draft we always pull the first Friday of every month.
3. **Deposit** – Deposit rates are as follows: \$210.00 for renters of property, and \$150.00 for homeowners. Of these amounts, \$30.00 will be non-refundable once payment has been made.
4. **Restrictions** – The following unacceptable 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 device.
 - b. No cross-contamination between the public drinking water supply and a potential water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure zone backflow prevention device.
 - c. No connection which allows water to be returned to the public drinking water supply is permitted.
 - d. No pipe or pipe fitting which contains more than 8 percent lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - e. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
5. **Service Agreement** – The following are the terms of the service agreement between the City of Trenton and the customer.
 - a. The City of Trenton 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 allow his property to be inspected for possible cross contamination and other potential contamination hazards. These inspections shall be conducted by the City of Trenton or its designated agent prior to initiating new water service; when there is reason to believe that cross connections or other potential contamination hazards exists; or after any major changes to the water distribution. The inspections shall be conducted during the City of Trenton's normal business hours.
 - c. The City of Trenton shall notify the customer in writing of any cross connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
 - d. The customer shall immediately remove or adequately isolate any potential cross connection or other potential hazards on his premises.
 - e. The customer shall, at his expense, properly install test and maintain any backflow prevention device required by the City of Trenton. Copies of all testing maintenance records shall be provided to the City of Trenton.
6. **Enforcement** – If the customer fails to comply with the terms of the Water Service Agreement, the City of Trenton shall, at its option, terminate service or properly install, test, and maintain an appropriate backflow prevention device the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

Name _____ Date _____

Service Address _____

Mailing Address _____

E mail Address - _____



Check for auto debit – Routing # _____ Account Number # _____

Signature _____ Telephone _____

**By filling out this form, you consent to receive text message alerts for important utility alerts and other city information. Message and data rates may apply. Text 'STOP' to opt-out.*



P.O. Box 44 Trenton, Texas 75490

Phone (903)-989-2237 Website www.cityoftrentontexas.org

Payment method for water department

Business Hours

Monday, Tuesday, Wednesday & Friday

8:00 am – 3:00 pm

Thursday

8:00 am – 5:00 pm

Closed for lunch from 12:00 pm to 1:00 pm

Accepted payment methods: Personal Check, cashier's check, money orders, cash, or credit cards.

1. Bring payment into our office at 216 Hamilton, Trenton, Texas.
2. Outside of office hours, you may drop payment in the drop box located to the left of the trash can outside the front door.
3. Call our office and pay with a credit card over the phone.
4. Pay online at the following website. Use the option to pay bills online and follow the prompts to set up a username and password for the account. We will provide a PIN and account number for your account.
5. Trash is picked up on Tuesday. Please have your trash at curbside by 7:00 am. If you notice your trash is not picked up by 10:00 am please call us at city hall so we can let our provider know.