



Utility Service Agreement

Utility Customer Service
142 N. Ohio St.
(972)382-3345
UB@celina-tx.gov

Life Connected.

Welcome to the City of Celina, one of the fastest growing communities in the nation. We are dedicated to quality of life, neighborhood integrity, and creating a future vision in a sustainable way, serving the on-going needs and desires of our citizens.

Please keep all streets clean and free of debris at all times for the duration of the project. Streets must remain clean, and unobstructed for the safe passage of pedestrians and emergency vehicles. No exceptions shall be granted.

Please contact Utility Customer Service with any questions about your water service or water meter.

Permit #: _____ Date: _____

Property Owner Name _____ Phone # _____

Service Address _____ Block/ Lot _____

Billing Address _____ City _____ State _____ Zip _____

Builder's Name _____

Builders E-Mail Address _____ Builders Phone # _____

(Commercial and Irrigation meter size and quantity must match approved civil drawings)

Residential Meter Size and Quantity		Commercial Meter Size and Quantity		Irrigation Meter Size and Quantity	
3/4" _____	1" _____	1" _____	1-1/2" _____	1" _____	1-1/2" _____
1-1/2" _____	2" _____	2" _____		2" _____	

I. Purpose

The City of Celina is responsible for protecting the drinking water supply from contamination and pollution which could result from improper private water distribution system construction or configuration. The purpose of this agreement is to notify each customer of the restrictions to ensure the public health and welfare. Each customer must sign the agreement before the City of Celina will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

II. Restrictions

The following unacceptable practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and potential source of contamination is permitted. Potential sources of contamination shall be isolated from public water systems by an air-gap or an appropriate backflow prevention device.
- B. No-cross connection between public drinking water supply and a private water system is permitted. These potential threats to public drinking water supply shall be eliminated at the service connection by the installation of an air gap or a reduced pressure-zoned 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 8.0% 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% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.



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III. Agreement

- »- The City will install water service by idler within 10 business days of builder request through MYGOV.
- »- The meter box and lid must be in place, uncovered, undamaged; clear of mud, water, debris, and have a working area of 3 feet around the entire meter box prior to installation.
- »- The step to request water meter will be at the end of the build process and must be requested through MYGOV.
- »- Trip charges will be incurred by the builder and/or property owner if for any reason the water meter cannot be installed.
- »- The builder and/or property owner is responsible for reimbursing the city for any damage cost(s) including labor and material.
- »- The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
- »- The Customer shall allow his/her property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; where there is a reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspection shall be conducted during the Water Systems normal business hours.
- »The Water System shall notify the Customer in writing if any cross-contamination or other potential contamination hazard has been identified during the initial inspection or the periodic re-inspection.
- »The Customer shall immediately remove or adequately isolate any potential cross-contaminations or other potential contamination hazards on his/her premises.
- »The Customer shall, at his/her expense, properly install, test and maintain any backflow prevention device required by the Water System. Once per year minimum unless more frequent testing is deemed necessary by the water purveyor . Copies of all testing and maintenance records shall be provided to the Water System.

IV. Enforcement

If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, terminate service or properly install, test and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

V. Payment Schedule

- Bills mailed out by the 27th
- Bills due without penalty by the 10th
- 10% Penalty added on the 11th (Disconnection notice mailed)
- Disconnection of Service for non-payment if not paid by the 23rd

The Customer is responsible for all water that flows through the meter.
Notify the City of Celina's Utility Customer Service at (972) 382-3345 if you do not receive your water bill by the 5th of the month.

Print: _____

Signature: _____ Date: _____

Print: _____

Signature: _____ Date: _____