



Frisco West WCIDDC | 1230 Brendan Dr. | Little Elm, TX 75068
Mail Checks to: P.O. Box 4728 Dpt 60937, Houston, TX 77210 | (281) 867-5415

RESIDENTIAL SERVICE APPLICATION

*REQUIRED FIELDS

*NAME: _____

*SERVICE LOCATION: _____

*BILLING ADDRESS: _____
(If different from service location)

*BILLING CITY/STATE/ZIP: _____

*HOME/CELL PHONE#: _____ ALTERNATE PHONE#: _____

EMAIL: _____

*DL#: _____ *ST: _____

Service Type: Residential Water, Sewer & Trash

For services to be connected, all new residents must provide:

- Completed Residential Service application
- Deposit of \$210.00

Deposit Amount: \$210.00 Payable to: Frisco West WCIDDC (Check/Money Order Only)

- \$50.00 transfer fee (nonrefundable)
- \$10.00 water and sanitary sewer application fee (nonrefundable)
- \$150.00 water deposit (refundable upon vacating property)

Proof of residency required. Utility bills are posted on or before the 5th of each month. Utility payments are **due by 11:59 pm on the 20th** of each month. A late fee of 15% is assessed to the utility account on the remaining balance due if not paid by the 20th of the month. A delinquency notice charge of \$15.00 will be assessed to a customer's account for each notice of delinquency sent. *Other Fees & Fines: Non-Payment & Disconnect Fee \$60; Reconnect Fee \$45; After Hours Reconnect Fee \$200; Tamper Fee \$75*

PLEASE CIRCLE ONE: HOMEOWNER RENTING/LEASING INVESTMENT PROPERTY

CLOSE DATE: _____ SIGNATURE: _____
(If renting use move-in date)

FOR OFFICE USE ONLY:

New Acct #: _____ **Meter Read:** _____

Amount: \$ _____ **Date:** _____ **MO/Chk#** _____

Service Agreement

- I. **Purpose:** Frisco West Water Control and Improvement District of Denton County (Frisco West WCIDDC) 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 restrictions 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 Frisco West WCIDDC 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 a potential source of contamination is permitted. Potential sources of contamination shall be isolated for the public water system by an air-gap or an appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and a private 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 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - E. No solder of 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.
- III. **Service Agreement.** The following are the terms of the service agreement between Frisco West WCIDDC and _____.
- A. Frisco West WCIDDC will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the water system.
 - B. 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; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System 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-connections or other potential contamination hazards on his premises.
 - E. The Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **Owner Signature.** If Customer is a tenant and not the owner of the residence, owner must also sign this Service Agreement holding owner responsible for guaranteeing the payment of service extension fees (i.e., continuation of services following vacation of premises by tenant) under the District's Service Rate Order in effect at the time of services are not terminated by the tenant or owner fails to notify District of tenant vacation of premises and request to turn off services.
- V. **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 and the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Customer's Signature: _____

Date: _____

Owner's Signature: _____
(Required if not same as Customer)

Owner's Contact Phone Number: _____

*This number will be used in case of emergency if tenant cannot be reached (i.e. water leak).



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Residential Utility Deposit Information:

Deposit Amount: \$210.00 Payable To: Frisco West WCIDDC (Check/Money Order Only)

- \$50.00 transfer fee (nonrefundable)
- \$10.00 water and sanitary sewer application fee (nonrefundable)
- \$150.00 water deposit (refundable upon vacating property)

Water meters are read by the 1st of each month. Utility bills are posted on or before the 5th of each month. Utility payments are **due 11:59 on the 20th** of each month. A late fee of 15% is assessed to the utility account on the remaining balance due if not paid by the 20th of the month. A delinquency notice charge of \$15.00 will be assessed to a customer's account for each notice of delinquency sent.

Other Fees & Fines: Non-Payment & Disconnect Fee \$60; Reconnect Fee \$45; After Hours Reconnect Fee \$200; Tamper Fee \$75

Monthly Base Bill: \$100.66 (before water usage)

\$22.50 - Water Base Rate (See below for water consumption rate tiers)

- \$3.50 per 1,000 gal (0 - 5000 gal)
- \$4.50 per 1,000 gal (5001 - 10,000 gal)
- \$5.50 per 1,000 gal (10,001 - 15,000 gal)
- \$6.50 per 1,000 gal (15,001-20,000 gal)
- \$7.50 per 1,000 gal (20,001- Above)

\$42.50 - Sewer Base Rate for up to 4,000 gal water

\$3.50 per 1,000 gal (4,001 gal – 15,000)

*Sewer Flat Rate increases to \$81.00 for consumption above 15,001 gallons

\$20.66 - Trash & Recycling Service

\$15.00 - Safety/Fire Fee

Weekly trash pick-up is on Tuesday. Recycling is every other Tuesday. Place bins outside by 7AM to ensure collection. Collection trucks run from 7AM – 7PM. For broken/missing bins, additional bins contact Water Utility Department for Frisco West (see below). There is a service fee to deliver bins (\$15.00). Bins will only be replaced if they are broken or damaged.

For the recycling schedule and bulk waste information: communitywastedisposal.com/find-my-city/frisco_west

Community Waste Disposal: (972) 392-9300 – option 2 **Email:** CustomerService@communitywastedisposal.com

Utility Payment Drop Box: 1230 Brendan Dr., Little Elm, TX 75068

Mailing Address: Frisco West WCIDDC, P.O. Box 4728 Dpt 60937, Houston, TX 77210

Office Address: 1230 Brendan Dr, Little Elm, TX 75068

District Website: fwgov.org to view usage/billing history, make recurring, or one-time payments

Helpful Inframark Phone Numbers:

Frisco West Office Line (9am-4pm)-----(281) 867-5415

Main Customer Service Line (Houston)----- (281) 579-4500

Water Emergency Line----- (281) 398-8211

Via e-mail at: MUDCustomerService@inframark.com

For the District: Call (469) 469--5033 or email main@fwgov.org

Keep This Copy for Your Records