

**HARDIN COUNTY WCID #1  
EXISTING RESIDENCE-NEW TENANT**

New residents moving into the Pinewood Subdivision will have to contact Keel Enterprises @ 409 617-7519 to make arrangements for water and wastewater service. The contact person for a new water application is Mrs. Heather Merriwether. Below you will find the following forms: Application for Water and Wastewater Connection, Customer Service Agreement, Automatic Debit (ACH) and Customer Conservation Tips.

The Application for Water and Wastewater, as well as the Customer Service Agreement, must be completed and signed before services will be provided. The Automatic Debit (ACH) form is not required and your bill can be paid with a monthly check. However, it is highly recommended that you use ACH, as the Water District is not responsible if your payment is not received by or on the due date. All monies received past this date will be assessed a late penalty fee.

**HARDIN COUNTY WCID #1  
APPLICATION FOR WATER AND WASTEWATER  
CONNECTION**

Please fill out and return to P. O. Box 699, Sour Lake, TX 77659

Customer Name \_\_\_\_\_

Spouse's Name \_\_\_\_\_

Service Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

Home Phone No. \_\_\_\_\_

Work Phone No. \_\_\_\_\_

Date Water Service To Be Turned On \_\_\_\_\_

Please check one:    Own \_\_\_\_\_    Rent \_\_\_\_\_

Signature: \_\_\_\_\_

**\$100.00 Service Deposit required for new construction**

**\$200.00 Service Deposit required for rental/lease properties**

**\$300.00 Service Deposit required for commercial properties**

If you are purchasing a home, you can submit a letter of credit from another utility or you can send a check, money order or a cashier's check made payable to Hardin County Water Control & Improvement District #1.

If you are renting or leasing, you must send a check, money order or a cashier's check made payable to Hardin County Water Control & Improvement District #1.

If you have any questions, call Keel Enterprises @ 409 617-7519

## **HARDIN COUNTY W.C.I.D #1 CUSTOMER AGREEMENT SERVICE**

- I. **PURPOSE.** Hardin County W.C.I.D #1 is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the Hardin County W.C.I.D #1 will begin service. In addition, when service to an existing retail 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 from 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 0.25% 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.
  
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the Hardin County W.C.I.D #1 (the Water System) and \_\_\_\_\_ (the Customer).
  - A. The Water System 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 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 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. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, Hardin County W.C.I.D #1, at its option, either 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.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Hardin County W.C.I.D. #1  
P. O. Box 699  
Sour Lake, TX 77659  
(409) 617-7519**

**Authorization Agreement for Automatic Debits (ACH)**

Please complete all information on the authorization form below.

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Name (as on your account) Water/Sewer Acct. #

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Address City/State/Zip Code

Telephone Numbers:

Daytime \_\_\_\_\_

Evening \_\_\_\_\_

I, \_\_\_\_\_, authorize Hardin County WCID #1 and the Financial Institution listed below to charge my checking or savings account for the amount of my Water/Sewer utility bill each month for the total charges due. This authorization will remain in effect until Hardin County WCID #1 has received thirty (30) days written notification from me of its termination.

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Name (as on your bank account) Name of Financial Institution

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City/State/Zip Code

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Bank Routing Number Checking/Savings Account  
Number (circle one)

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Signature Date

**\*\*\* ATTACH VOIDED CHECK \*\*\***

## Residents of Pinewood

In an effort to eliminate some problems we have been having, we are reminding all Hardin County WCID #1 customers that if you experience any sewer problems you should first call Keel Enterprises @ (409) 617-7519. They will come out and determine whether the problem you are experiencing is the district's responsibility or the homeowner's responsibility. We have had occasions in the past with outside contractors damaging district equipment and lines. If this occurs, the homeowner could be responsible for the cost of repairs.

### CONSERVATION TIPS

#### *In the Bathroom...*

- Install a low-flow showerhead that restricts the flow from the shower to less than 3.0 gallons per minute.
- Test toilets for leaks. Add a few drops of food coloring or a dye tablet to the water in the tank, but do not flush the toilet. Watch to see if the coloring appears in the bowl within a few minutes. If it does, the toilet has a silent leak that needs to be repaired.

#### *In the Kitchen...*

- Never run the dishwasher without a full load. This practice will save water, energy, detergent and money.

#### *In the Laundry...*

- Use cold water as often as possible to save energy and to conserve the hot water for uses which cold water cannot serve.
- Check all water line connections and faucets for leaks. A slow drip can waste as much as **170** gallons of water **EACH DAY**, or **5,000** gallons **per month** and will add to the water bill.

#### *Outdoors...*

- Check for a water leak between the water meter and the house. To check, turn off all indoor and outdoor faucets and water-using appliances. Read the meter at 10 to 20 minute intervals. If it continues to run or turn, a leak probably exists and needs to be located and repaired.
- Water slowly for better absorption and never on windy days.
- Condition the soil with mulch or compost before planting grass or flowerbeds so that water will soak in rather than run off.
- Operate automatic sprinkler systems only when demand on the community's water supply is lowest. Set system to operate between 4:00 AM and 6:00 AM.