



Applicant Personal Information

Primary Name _____
(Last Name) (First Name) (Middle Initial)

Drivers License Number _____ State _____ Date of Birth _____

Social Security Number _____ Phone Number _____

Employer _____ Work Number _____

Secondary Name _____
(Last Name) (First Name) (Middle Initial)

Drivers License Number _____ State _____ Date of Birth _____

Social Security Number _____ Phone Number _____

Service Information

New Service Transfer Disconnection

Connect Address _____ Apartment _____

Connection Date _____ 8:00 am – 12:00 pm 1:00 pm – 5:00 pm After 5:00 PM
Service must be requested by 12:00 pm for same day service.

A service charge of \$40.00 applies to service after 5:00pm and on weekends or holidays _____

Disconnect Address _____ Apartment _____

Disconnection Date _____

Mailing Address (If different from service address) _____

Your water service will be connected according to the service date and time you have indicated. Please verify this date and time. It is recommended that you be there to make sure that no water damage occurs. If no one is present and we are unable to leave the water on for any reason an additional fee is required for all additional trips.

I hereby release the City of Killeen from any responsibility due to water damage or broken lines as a result of the water being turned on.

Primary Signature

Date

Secondary Signature

Date

OFFICE USE ONLY

CID _____ Deposit _____ ck ca cc mo Meter Number _____
New LID _____ GCH _____ Reading _____
Old LID _____ Other _____ Receipt # _____ Rep _____

_____ **Someone must be present for the water service to be turned on. If no one is home and we are unable to leave the water on due to the meter turning, you will be subject to an additional fee for a return trip. The return trip fee is \$25.00 when the request is received by 12:30 pm and scheduled for business hours. The return trip fee is \$40.00 if the request is received after 12:30 pm or on a weekend or holiday.**

Utility Bill information is considered public record under the Texas Public Information Act. State law allows residential water customers to request that personal information and any information relating to water usage, billing amounts and payment records be kept confidential. Personal information includes your address, telephone number and social security number. You may request that the City of Killeen not disclose personal account information on your utility record, except under circumstances allowed by law.

If you wish to prohibit personal account information from being disclosed, sign here:

_____ A processing fee of \$25.00 is required for each connection. This will be charged to the first bill.

_____ A deposit is due in the amount of \$90.00. The deposit will remain on file for a minimum of 1 year unless the account is terminated by request before that time. If the deposit is still on file after 1 year of service and the account has not accrued any late fees the deposit will be applied towards the water bill as a payment. If at any time after the deposit has been credited the account accrues 2 late fees within any 12 month period the account is subject to be billed for the current deposit amount.

_____ A Good Credit Waiver has been applied to your account. This will remain in place as long as the account maintains good payment history with no late fees. If the account accrues 2 late fees within any 12 month period you will be billed for the current deposit amount.

_____ The documents listed below must be received in our office by _____ to avoid disconnection of service.

1. Photo ID for primary and secondary applicant
2. Proof of Social Security number

Transfers

_____ I authorize the City of Killeen to transfer my service and deposit to my new address as indicated on this application. I understand that my current bill is due by the date indicated on that statement. A final bill will be mailed within 2 weeks of termination. **Failure to pay will result in additional fees and disconnection of service at the new address.**

ELECTRONIC NOTIFICATION OPTIONS

Delinquency Notification is sent by phone, text and email. Provide the best contact information for notification of delinquent bills and pending disconnection below. A minimum of one contact method is required.

Phone _____

Text _____

Email _____

Electronic Billing

Yes Email _____

No

An e-bill is a summary only. To view your billing details, you will need to create an account online at www.killeentexas.gov

You will receive a paper statement and email for 3 months. After the 3rd month only an email will be sent. If you do not receive the email during the 3 month trial please contact our office.