



CITY OF ROYSE CITY CHECK LIST TO ESTABLISH UTILITY SERVICES WITH A MANAGEMENT TEAM

The City of Royse City provides H2O, sewer and trash service for most Residents inside city limits. Please complete the check list below to activate services.

- Fill out utility application in its entirety. Visit www.roysecity.com, find the Utility Department and print the application titled "Residential Utility Application for Management".
- Send a copy of the tax ID certificate OR letter from the IRS assigning the EIN # (SS-4 form).
The company name on the utility application, management agreement and tax ID/EIN # must match.
We do not accept the W-9 form.
- Send copy of the signed Management Agreement.
If the company owns the home, then proof of ownership will need to be provided rather than than management agreement.
Items accepted for proof of ownership: signed closing disclosure, notarized warranty deed or printed copy from CAD. (Central Appraisal District)
- Security deposit is \$100.00.
- Home Occupancy Inspection: \$75.00 non-refundable fee.
If you are purchasing, renting, leasing or managing a pre-existing home, mobile home, manufactured home, apartment or duplex within the city limits of Royse City you are required per City Ordinance 06-12-541 to schedule a Certificate of Home Occupancy Inspection (HO). Inspection is performed by the City Fire Inspector to check the electrical in the home to ensure it meets City code. Inspection will be scheduled at time of the utility account set up. Electric to the home must be on to complete the inspection. (Excludes Verandah and parts of Waterscape sub-division)
The HO inspection fee is a \$75.00 non-refundable fee.
Inspection fee includes initial inspection and one re-inspect if needed. Any missed appointments will be considered as a scheduled inspection. This includes inspections that are unable to be performed due to the wrong lockbox code or missing lockbox. If a 3rd appointment is necessary the account will be charged an additional \$75.00 re-inspect fee. The HO inspection is valid for 60 days after residence passes inspection. If the home remains unoccupied for 60 days after the inspection a new inspection will be required.
*Inspections are performed Monday-Friday. Please make sure the "Home Occupancy Form" with the application is completed and accurate. The contact on the form is the person the city will have contact with in regards to the inspection.

All paperwork and deposit/fees must be received in the office before the account is set up. You may email/fax the paperwork and mail payment. (One check is acceptable)

EMAIL: utilities@roysecity.com
FAX: 1-972-635-2319

MAIL: City of Royse City
C/O Utility Department
PO Box 638
Royse City, TX. 75189



APPLICATION FOR RESIDENTIAL UTILITY SERVICE

P.O. Box 638, 305 N. Arch, Royse City, TX 75189
 Phone: 972-636-2250, Fax: 972-635-2319
 Email: utilities@roysecity.com

Notice: This application is a government record, as defined by the Texas penal code, Section 37.01. Making a false entry in a government record is a criminal offense. This form will not be considered a viable application for city utilities unless the form has been completed in its entirety, every blank must be completed. All city utility accounts shall bear the name of the individual accepting the responsibility of the deposit and certificate of occupancy. This form must be signed and dated by the individual accepting the responsibility for the utility deposit and the certificate occupancy.

Name: _____ Service Request Date: _____

Service Address: _____

Mailing Address(if different): _____

DL #: _____ State: _____ Date of Birth: _____

Social Security #: _____ Tax ID #: _____ (if applicable/Business Account)

Cell #: _____ Alternate #: _____ Work #: _____

Email: _____ Bill Type: Mail Email Both (preferred)

Co-Applicant: _____ Cell #: _____

DL #: _____ State: _____ Date of Birth: _____

Social Security #: _____ Email: _____

PROPERTY USE: Check One

Rent (Must provide copy of signed lease agreement, Landlords name and phone number.)

Landlord's Name: _____ Phone #: _____

Own (Must provide copy of signed closing documents)

Management/Landlord Account

For corporation accounts, the following must be provided:

1. Copy of TAX ID certificate OR the SS-4 IRS verification letter assigning the company the EIN # .
The W-9 form is not accepted.
2. Proof of ownership for the property or management agreement.

SANITATION: (Excludes Verandah Phase I and II)

Number of Trash Toters Needed: _____ Number of Recycle Bins Needed: _____

Please note one (1) trash container and recycle bin is provided with the account at no additional charge.
 If you require additional trash containers a charge of \$4.20 per additional container will be added to your monthly bill.

Is the home: All Electric Electric and Gas

I acknowledge water service will be turned on at the above property. I will not hold the City of Royse City responsible for any property damage due to the water being turned on with out my presence. I acknowledge if the meter shows water usage, it will be turned off and my presence will be required for connection of service.

Signature of Applicant: _____ Date: _____

Signature of Co-Applicant: _____ Date: _____

OFFICE USE ONLY: Account #: _____ Pin #: _____ Inside/Outside CL _____		
CHG Bill Type: _____ Check SVS: _____ Enter Authorize Persons: _____ IRIS Update: _____ Scan Documents: _____		
UTILITY RELEASES: Oncor#: _____ Type : _____ Agent: _____ F.E.C. : Emailed: _____ Time: _____ Atmos#: _____ Time: _____ Agent: _____	HO INSPECTION: Date: _____ Time Frame: _____ Calendar: _____	TRASH SERVICES (Add to log): New Build: _____ Additional Tote: _____ Remove Extra Tote: _____

CITY OF ROYSE CITY

OFFICE INFORMATION CONTACTS

OFFICE CONTACTS:

BUSINESS NAME: _____

OWNER: _____ PHONE/EXT: _____

EMAIL ADDRESS: _____ PHONE: _____

OFFICE MANAGER: _____ PHONE/EXT: _____

EMAIL ADDRESS: _____ FAX: _____

ACCOUNTS PAYABLE: _____ PHONE/EXT: _____

EMAIL ADDRESS: _____ FAX: _____

ADDITIONAL CONTACTS:

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

NAME: _____ TITLE: _____

PHONE/EXT: _____ EMAIL ADDRESS: _____

The above personnel have authority to discuss account information with the City of Royse City.
I understand it is my responsibility to update information as needed.

Print Name: _____

Signature: _____

CITY OF ROYSE CITY
Account Privacy Agreement

The City of Royse City is a government operated utility. Your account information is considered public record under the Texas Public Information Act.

The Texas Utility Code, Chapter 182.052 allows a customer's account information confidential except to:

- 1) An official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity.
- 2) An employee of a utility acting in connection with the employee's duties.
- 3) A consumer reporting agency.
- 4) A contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States.
- 5) A person for whom the customer has contractually waived confidentiality for personal information.
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

AUTHORIZATION FOR CONFIDENTIALITY REQUEST:

I understand my account information is considered public record and I have the right to request my personal account information and any information relating to the volume or units of utility usage or the amount billed to be kept confidential.

PLEASE CHECK ONE:

- I request my account information kept confidential with the exception of the authorized person(s) listed on the Office Information Contacts form.
- I authorize any and all account information to be released up on request.

You may rescind your request for confidentiality upon a written request to the Water Department.

Applicants Signature

Date

CITY OF ROYSE CITY

Service Agreement

- I. **Purpose.** The City of Royse City is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of these restrictions to ensure public health and welfare. Each customer must sign this agreement before the City of Royse City 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. **Plumbing Restrictions.** The following unacceptable plumbing 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 that 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 that provides water for human use.
 - E. No solder or flux that contains more than 0.2% of lead can be used for the installation or repair of plumbing at any connections that provides water for human use.

III. **Service Agreement.**

The following are the terms of the service agreement required by the City of Royse City.

- A. 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.
- B. The Customer shall allow his/her property to be inspected for possible cross-connection and other unacceptable plumbing practices. 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 unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspection 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 unacceptable plumbing practice that has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any unacceptable plumbing practice on his/her 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. **Enforcement.**

By signing this agreement you agree to all terms and conditions listed in the agreement. If you fail 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.

Customer Signature: _____ Date: _____

HOME OCCUPANCY INSPECTION

The Home Occupancy (HO) inspection is required per city ordinance 06-12-541 for all pre-existing homes inside the city limits of Royse City when any home changes occupants. Inspection is performed by the City Fire Inspector to check the electrical in the home to ensure it meets city code. Inspection will be scheduled at time of the utility account set up.

The HO inspection fee is a \$75.00 non-refundable fee.

Inspection fee includes initial inspection and one re-inspect if needed. Any missed appointments will be considered as a scheduled inspection. If a 3rd appointment is necessary the account will be charged an additional \$75.00 re-inspect fee. The HO inspection is valid 60 days after the inspection passes. After 60 days a new inspection will be required

Please ensure you have established electric service. Inspection cannot be completed if the home does not have electricity.

The inspection will be scheduled on the next available appointment with the Fire Inspector.

Please assign an account manager from your company for communications for this account.

REQUIRED

Account Manager: _____

Direct Phone Number (not a generic # to the company): _____ EXT _____

Direct Email (not a generic email address): _____

Lockbox code: _____

Location of Lockbox : _____

Is home ready for inspection to be scheduled? _____ Yes _____ No

If home is not ready for inspection, the inspection will need to be scheduled no further than 2 weeks out to allow enough time for repairs. Please indicate date Monday-Friday no later than 2 weeks from date of the application to schedule inspection.

Date: _____ (This date will be booked on the Fire Inspectors calendar and will be expected to have all repairs/clean up completed. Please follow up with Maintenance to ensure completed to avoid a failed inspection and ensure lockbox code is correct.)

Once the inspection is complete an email of the report will be sent to the account manager.

If the inspection has failed the account manager will need to schedule a re-inspect within 14 days of the original inspection with all repairs completed.

If a third inspection is required, the utility account will be charged an additional \$75.00 fee.

A tenant will not be able to take possession of the home until the inspection has passed. The inspection will expire 60 days after the inspection if a new occupant has not taken possession of the home.



Royse City Fire Department



HOME OCCUPANCY PRE-INSPECTION CHECKSHEET

IN ORDER TO COMPLY WITH THE CITY OF ROYSE CITY ADOPTED ORDINANCES AND CODES, PLEASE FOLLOW THE DIRECTIONS BELOW:

1. Prior to scheduled inspection, walk through the residence with this form to ensure home is in compliance with City adopted Codes and Standards.
2. Contact the Royse City Utility Department at 972-636-2250 to re-schedule the inspection if extended time is needed for any repairs/updates.
3. Direct questions or concerns to the Fire Marshal's Office at 972-524-4848; or email us at rcfd@roysecity.com

Property Standards/Exterior

Eliminate a hole, excavations, sharp protrusion, and other objects or conditions that exist on the premises and are reasonably capable of causing injury to a person.

Provide drainage to prevent standing water and flooding on the land

Remove dead trees and tree limbs that are reasonably capable of causing injury to a person.

Trash and rubbish removed.

Broken Windows.

Exterior doors weather tight.

Address displayed on house and easily visible from roadway; minimum 6" tall numbers.

Locks re-keyed on rental property.

Backflow preventer on exterior water sources.

Electrical Standards

Weather head with proper clearance. (Location in which electrical service from overhead drops to enter the residence)

Outlet / Switch covers in place.

GFCI required within 6' of running water; kitchen, bathrooms.

Acorn clamp and correct wire size on driven ground rod. (Clamp used to secure ground to grounding rod at electrical meter)

Breaker Panel box properly labeled.

Slots in breaker panel must be filled.

Proper clearance around breaker panel.

If more than 6 circuits, main disconnect is required (If electrical panel has more than 6 circuits a main disconnect is required)

Utility Standards

Provide and maintain in working order connections to discharge sewage from a structure or land into a public sewage system.

Provide and maintain in working order connections and pipes to supply potable water.

Provide and maintain a device to supply hot water of a constant minimum temperature of 120°F within each dwelling unit.

Provide, connect and maintain in working order a kitchen sink, bathtub or shower and lavatory to a cold and hot water source and proper drain in a dwelling unit.

Provide heating equipment capable of maintaining a minimum temperature of 68°F in each room of a dwelling unit.

Water Heater Temperature & Pressure valve not reduced down and has proper clearances and proper mounting for gas vent.

Gas / AC heating unit has proper clearance and vent pipe is properly mounted.

All non-used gas outlets are capped.

Gas heaters are approved type with O2 depletion sensor or is vented to the outside.

In dwelling units which are air-conditioned, provide and maintain air-conditioning equipment capable of maintaining a maximum inside temperature of 78°F with an outside temperature of 98°F

Structural Standards

Protect the exterior surfaces of a structure which are subject to decay, by application of paint or other coating.

Provide and maintain railings for stairs, steps, balconies, porches, and elsewhere as specified in Building Code.

Repair holes, cracks and other defects reasonably capable of causing injury to a person in stairs, porches, steps and balconies.

Maintain a dwelling unit in a weather tight and watertight condition.

Check flooring for trip hazards.

Fire Protection Standards

Provide adequate number of operable smoke detectors as specified in the Building and Fire Codes; all bedrooms and connecting hallways.

Health Standards

Eliminate rodents and vermin in or on the land.

Keep the interior of a structure free from insects, rodents and vermin.

Irrigation Standards

Rain freeze sensor