CITY OF GORDON

WATER SERVICE APPLICATION & CUSTOMER SERVICE AGREEMENT — 2026

Complete and sign this application; provide a legible copy of a valid government-issued photo ID. Service activation is subject to City verification and applicable requirements.

1 | Applicant and service information

Applicant legal name: _____

Service/street address: _____

Mailing address (if different): _____

Phone number: _____

Email address: _____

Alternate contact / authorized user: _____

Requested service start date: _____

Occupancy: [ ] Property owner — $100 deposit [ ] Renter / tenant — $300 deposit

For tenants: I affirm that I am legally authorized to occupy or maintain the premises and request service. For owners: I affirm that I own or am legally authorized to request service for the premises.

Property owner name (if applicant is a tenant): _____

2 | Application requirements and deposit

The applicable utility deposit is due before service is established: $100 for a property owner or $300 for a renter/tenant. Deposits are credited or refunded at account closure subject to unpaid charges and the City's applicable adopted policies. Deposits are not applied to current bills while an account remains active.

[ ] Signed application [ ] Photo ID copy [ ] Deposit paid [ ] Location / meter verified (if needed)

3 | Drinking water protection — retail service agreement

The City of Gordon must protect the public drinking water supply against contamination or pollution caused by improper private plumbing construction or configuration. Each customer must sign this agreement before service begins or is re-established after suspension or termination if a signed agreement is not already on file.

• No direct connection between the public drinking water supply and a potential contamination source is permitted. Such sources must be isolated by an air gap or appropriate backflow prevention device.

• No cross-connection between the public supply and a private water system is permitted. Such hazards must be eliminated at the service connection with an air gap or reduced-pressure-zone backflow prevention device, as applicable.

• No connection that allows water to be returned to the public drinking water supply is permitted.

• Pipes and pipe fittings containing more than 0.25% lead, and solder or flux containing more than 0.2% lead, may not be used for plumbing providing water for human consumption, subject to applicable law.

• Customer must maintain a private shutoff valve outside the meter box within five feet where required by City policy. The City meter is not to be used as the customer shutoff.

4 | Customer responsibilities — initial each item

_____ 1. I will pay the applicable deposit before service begins and comply with the City's adopted utility regulations and rate schedule.

_____ 2. I will ensure interior fixtures are off and arrange for a representative to be present when service is activated if requested. The City may decline to leave water on if no one is present.

_____ 3. I will provide documentation establishing identity and authority to request service when reasonably required.

_____ 4. I will permit legally required customer service inspections by qualified personnel when required for new construction, suspected hazards, or material changes to private distribution facilities.

_____ 5. I will promptly correct identified cross-connections and contamination hazards, and at my expense install, test and maintain required backflow prevention assemblies and provide records to the City.

_____ 6. I understand the meter, box, lid and associated equipment are City property and I may be charged for damage as provided by adopted City policy.

_____ 7. I acknowledge that bills, due dates, delinquency, payment arrangements, disconnections, and reconnection are governed by the City's currently adopted utility policies; any arrangements require City approval.

_____ 8. I understand unpaid final charges may be offset against my deposit; any remaining balance or refund will be handled under the City's adopted policies. I will provide a forwarding address.

5 | Confidentiality and optional request for disclosure

Under Texas Utilities Code §182.052, covered customer personal information, utility usage, and amounts billed or collected are generally protected from disclosure by a government-operated utility unless the customer requests disclosure, subject to statutory exceptions. You do not need to opt in to receive this protection.

[ ] I request that the City disclose information otherwise protected by Texas Utilities Code §182.052, subject to applicable law.
[ ] I rescind my prior request for disclosure and request withholding going forward.

If neither box is checked, the City will apply statutory confidentiality protections. This form does not override lawful exceptions to confidentiality.

6 | Certification and signatures

I certify the information supplied is accurate, acknowledge the above service conditions, and agree to comply with applicable City ordinances, adopted policies, and state regulations.

Customer signature: _____

Date signed: _____

Forwarding address (if closing prior account): _____

FOR CITY OFFICE USE ONLY

Account #: _____ Deposit receipt #: _____ Amount received: $_____

Payment: [ ] Cash [ ] Check [ ] Card [ ] Other Received by: _____

Service start date: _____ Approved by: _____ Meter #: _____

Administrative note: Deposit amounts and retained billing procedures should be verified against current City ordinances and adopted rate/deposit schedules before implementation. This form does not independently enact fees or amend City policy.