

# ACCOUNT PACKET

## OPENING

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

TAX ACCOUNT R/0000 \_\_\_\_\_

LONG: \_\_\_\_\_

PREV. ACCOUNT # \_\_\_\_\_ OWNER RENTER LANDLORD: \_\_\_\_\_

OFFICE HAS SPOKE WITH PREVIOUS ACCOUNT OWNER: YES NO

NEW ACCOUNT # \_\_\_\_\_ OWNER RENTER LANDLORD: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

BILLING IF NOT THE SAME: \_\_\_\_\_

PHONE NUMBERS: \_\_\_\_\_

DRIVERS LICENSE: \_\_\_\_\_ AND \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

DIRECT DEBIT/ACH: YES NO IF YES FILL OUT FORM EMAIL BILL: YES NO

DEPOSIT BOX: SECURITY DEPOSIT \$ \_\_\_\_\_

MISC./CHARGE: ADMIN FEE/CH OWNER \$ \_\_\_\_\_

CHECK NUMBER \_\_\_\_\_ PULL FROM DIRECT DEBIT/ACH YES NO

NOTES: \_\_\_\_\_

### CHANGE CHARGES TO

WATER	Y	N
SEWER	Y	N
TRASH	Y	N
CONS	Y	N
REG	Y	N



ADD M AT MISC VFD AND YEAR 2900



SERVICE ADDRESS: \_\_\_\_\_

LEGAL DESCRIPTION: \_\_\_\_\_ WALK SEQ: \_\_\_\_\_

METER ID: \_\_\_\_\_ METER READ: \_\_\_\_\_

RATE NUMBER: \_\_\_\_\_ ROUTE NUMBER: \_\_\_\_\_

MAKE SURE TO CHECK BILL THIS UTILITY IS CHECKED



TAX ACCOUNT & ROLL
SCAN & FILE SERVICE AGREEMENT
ENTER AND FILE DIRECT DEBIT FORM

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**\*\*DON'T FORGET WORK ORDER\*\***

## ACH Bank Draft Customer Authorization

I hereby authorize Cape Royale Utility District, herein referred to as COMPANY, to initiate a monthly ACH Bank Draft debit on the ☐checking account / ☐savings account maintained at the financial institution named below, herein referred to as DEPOSITORY, for the amount of my monthly water bill. I understand that this ACH Bank Draft will be initiated on the 15<sup>th</sup> of each month following my receipt of monthly billing statements that specify the amount due and contain the notice "\*\*\*\*ACH - DO NOT PAY\*\*\*\*". I also understand that an ACH Bank Draft that is declined by the DEPOSITORY for insufficient funds or account closure must be paid by other means before the 26<sup>th</sup> of the month to avoid late fees and penalties.

This signed authorization will remain in effect until the utility account is terminated or until the COMPANY and DEPOSITORY have received written notification that ACH Bank Draft by COMPANY is no longer in effect. This written notice must be received by all parties involved at least 10 business days before the 15<sup>th</sup> of the month.

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please print the following:

Customer Name: \_\_\_\_\_ CRUD Acct No: \_\_\_\_\_

Name of Financial Institution: \_\_\_\_\_

Routing No: \_\_\_\_\_ Acct No: \_\_\_\_\_

Attach voided check here

Mailing Address: Cape Royale Utility District  
1330 Cape Royale Dr  
Coldspring TX 77331  
Email: water@eastex.net

Internal processing check list:

- ☐ Customer database handling codes “K” and “N”
- ☐ Customer database comments box “\*\*\* ACH DO NOT PAY\*\*\*”
- ☐ Customer database ROUTING and ACCOUNT NUMBER
- ☐ ACH Template spreadsheet updated
- ☐ ACH History spreadsheet updated

Comments:

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# CAPE ROYALE UTILITY DISTRICT

1330 CAPE ROYALE DRIVE  
COLDSRING, TEXAS 77331

TELEPHONE: (936) 653-4861  
EMAIL: WATER@EASTEX.NET

## **BILLING PROCEDURES**

Cape Royale Utility District is run by the Order Establishing policy and rates for Water and Sewer Service. The District's Board of Directors makes the rules and policies and can make amendments when needed.

### **BILLING SCHEDULE**

Monthly Service Bills are released on or about the first day of each month.

**DUE DATE** in the District's possession by the 25<sup>th</sup> of each month.

**LATE FEE** payment not received by the due date will receive a penalty of 10% of the amount due.

### **TERMINATION OF SERVICE**

If an account continues to be unpaid, the district, at its discretion, will notify the customer by US Mail, Certified Return Receipt Requested: that water service will be terminated 10 days following the date of notice unless full payment of the amount stated in the notice is made. A charge of \$12.00 included in the notice to cover the cost of preparation and mailing.

### **FEE TO RESTORE SERVICE**

If service is terminated for non-payment, the meter will be turned off and locked.

The Security Deposit will be applied to the account and the account will be closed.

A new Security Deposit and Transfer Fee PLUS the unpaid amount must be collected to restore service.

### **ACCOUNT CHARGES**

1. Every account must have a security deposit. Property Owner Occupancy Deposit is \$100.00. Non-Property Owner Occupancy Deposit is \$200.00.
2. A charge of \$100.00 is made each time a new customer service account is established.
3. Water and Sewer tap fee for 5/8-inch meter is \$1700.00 (this includes deposit)
4. These amounts must be paid when service is requested.

### **RETURN CHECK FEE**

A charge of \$30.00 is applied whenever, for any reason, a customer's check is returned unpaid by a bank.

## **FORMS OF PAYMENT ACCEPTED: CASH, CHECK, OR MONEY ORDER.**

**District also offers Direct Debit and E- Statements**

**For all billing questions,  
Please contact the District office by telephone, email or in person.**

**Operating hours are Monday through Friday 8am to 5pm.**



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## **HOUSEHOLD TRASH, YARD CLEANING, AND HEAVY PICK UP**

The District owns both the garbage site and the brush site. They are both maintained by District personnel. The sanitary collection disposal bins are contracted with Pro Star.

It takes the District's efforts supplemented with community cooperation to have a clean, neat and efficient garbage and brush site.

### **Household Trash**

The purpose of the site is the sanitary collection of household garbage for transport to a legal disposal site. Its use is restricted to property owners and residents of Cape Royale. Trash and garbage should be placed in plastic bags, tied shut and deposited in the containers provided at the garbage site. Please shut the container doors.

### **Yard Cleaning**

The brush site will be open Monday through Friday during regular hours. Saturday and Sunday, it will be open from 2pm to 4pm. These hours are subject to change without notice.

#### **ACCEPTED MATERIAL:**

- 1) Recently cut tree limbs and branches not exceeding 6 inches in diameter or 12 feet in length (dead wood and stumps will not be accepted)
- 2) Untreated lumber (see size limits above) free of nails, screws, and staples
- 3) Bagged leaves (placed in a dumpster)
- 4) Tied bundles of vines and palm branches (placed in dumpster)
- 5) Flattened cardboard boxes (placed in dumpster)
- 6) Large Appliances, computer monitors, televisions, water heaters, refrigerators, ranges, barbeque pits, etc. (placed in designated area along front fence)
- 7) Discarded furniture (placed in designated area along front fence)

#### **UNACCEPTED MATERIAL:**

- 8) Demolition, construction, or land clearing waste (YARD maintenance waste ONLY)
- 9) Burning or smoldering Material
- 10) Household garbage or hazardous/medical waste
- 11) Noxious or offensive smelling waste

Cast off materials from construction or repair jobs (sheetrock, paint cans, old carpet etc.) treated lumber, lumber with nails, stumps and tree trunks must be disposed of **OUTSIDE** of Cape Royale. Absolutely **NO** dumping of concrete. Any non-manageable items cost all of us.

### **Heavy Pick Up**

Heavy pick up items may be placed inside the brush directly to the right of the entrance. The District has also contracted with Mr. Eldridge for disposal of your cast-off appliances, worn out furniture and miscellaneous yard items. Call the office and you will be placed on the list for monthly pick up, the 4<sup>th</sup> Tuesday every month.

With the cooperation of property owners and District employees, the sites will continue to remain neat, clean and sanitary. Please contact the District office should you see anyone illegally dumping or rummaging at our sites.

**Cape Royale Utility District PERSONNEL ARE AUTHORIZED TO INSPECT  
ALL INCOMING WASTE FOR COMPLIANCE AND REFUSE  
UNACCEPTABLE MATERIALS OR EXCESS VOLUMES.**



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## **DRAINAGE POLICY EXISTING PROPERTY OWNERS AND NEW CONSTRUCTION**

The District has the responsibility of assuring all roadside ditches, open space drainage swells and other drainage facilities (dedicated to, leased by, obtained through easement by, or constructed by the District) are properly maintained and repaired.

In order to accomplish this objective, the Board of directors hereby adopts and promulgates the following rules, policies, and procedures. These objectives are in no way designed to deny or otherwise restrict the use of property the use of the owner's property but preserve existing surface water drainage and minimize damage to all properties and roads.

### **Property Owners Responsibility**

The property owner of any lot or lots within the District has an on-going responsibility to help maintain the integrity of the District's drainage facilities. The Board of Directors hereby adopts and promulgates the following rules, policies, and procedures:

1. The owner of the lot should keep roadside ditches and drainage swells on or adjacent to their property clean and clear of leaves, debris, and other obstructions that may clog drainage facilities.
2. Property owners should not rake, blow or otherwise deposit leaves or debris in the drainage facilities.
3. Culverts and other drainage structures installed on the District's drainage facilities by the present owner or a previous owner of the property must be free of physical restrictions, properly covered, repaired, maintained and cleaned out. Damaged culverts must be repaired. Rusted out or caved in structures must be replaced.

If the drainage facilities are not properly cleaned out, repaired or maintained, the District will notify the property owner, in writing, requesting appropriate action to be taken to remedy the problem.

### **During New Construction**

1. All roadside ditches and open space drainage swells shall be kept free and clear of construction materials. Spoil or other debris or blockage at all times during the construction or improvements on lots adjacent to such drainage facilities. Construction materials or equipment shall not be stored on the drainage facilities.
2. Prior to beginning any site preparation for construction or actual construction the builder or property owner must obtain the District's approval of plans affecting the integrity of the surface water drainage facilities and other District easements. Application forms will be available at the District's office and shall be completed and filed with the District. Each application shall be accompanied by a plot plan approved by the Cape Royale Property Owner's Association's Architectural Control Committee. The plot plan shall show all proposed driveways, walkways and structure locations where such driveways, walkways, and structures cross or extend onto the District's drainage facilities or other District easements. All culverts shall be constructed of corrugated galvanized steel of not less than 18 inches in diameter, unless otherwise approved in writing by the District. Placement of such culverts shall preserve the original design of the ditch and the water flow.
3. The district will review the application and either (A) Approve it, (B) Approve it with specific instructions or (C) Request additional information or modifications
4. The builder or property owner, upon written approval by the District, shall install the permitted structures in accordance with the information contained in the application, as finally amended, and any instructions contained in the approval. Any construction on the drainage facilities or District easements not previously approved in the application may require removal at the sole discretion of the District. The cost will be borne by the builder or property owner.



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## **During New Construction (Continued)**

5. Any District approved encroachments onto the District's easements must be properly at the County Courthouse before any site clearing or construction begins. Culverts generally require only District approval.

6. Where the District deems it necessary, a culvert must be placed prior to the beginning of site preparation or construction.

7. Upon completion of all approved installations on or across the drainage facilities or other District easements, the builder or property owner, at the District's option shall:

- 1) Furnish the District a certificate of a Registered Public Surveyor stating that the grade levels, sizes and location of the approved structures, culverts, walkways etc. are properly located across the drainage facilities or other District easements as stated in the approved application,

OR,

- 2) The builder or property owner must request the District inspect the completed structures. As previously stated, any construction on the drainage facilities or District easements not previously in the application may require removal at the sole discretion of the District. The cost will be borne by the builder or property owner.

8. The clearing, cleaning, maintenance, repair or restoration of the District's drainage facilities during periods of site preparation and construction of improvements (including periods of connect of water, sewer, electricity, gas, telephone, cable television or other utility systems) shall be the responsibility of the builder and/or the property owner.

9. Any blockage or any other unreasonable restriction to the free flow of water in such drainage facilities during site preparation or construction will be reported to the builder and property owner by the District, with a specific time limit to correct the violation. Failure, of the builder or property owner, to repair or restore the drainage facilities to operational condition by the time stated in the notice of violation, shall constitute sufficient cause for the District to remove, repair or clean out such blockage, restriction or damage. The cost and expenses of such work shall be charged to the property owner.

10. The secure compliance with the terms and provisions hereof, each person responsible for the construction of improvements on District's drainage facilities shall, at the sole discretion of the District, furnish to the District, a deposit of \$500.00. The District may require said deposit to be paid prior to, or at any time during the construction process. The deposit, if required, shall be used by the District solely to insure compliance with the foregoing terms and conditions. Such deposit will not bear interest, and any unused portion of the deposit will be refunded upon completion of all construction on the lot for which the deposit was made.

11. The District reserves the right to inspect the construction site at any time.

REVISED September 26, 2018

## **CAPE ROYALE UTILITY DISTRICT RETAIL SERVICE AGREEMENT**

**I. PURPOSE.** CAPE ROYALE UTILITY DISTRICT (the "District") 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 District enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the District will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the District 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 back-flow 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 back-flow prevention device.

C. No connection which allows water to be returned to the public drinking water supply is permitted.

D. For plumbing installed after on or after July 1, 1988 and prior to January 4, 2014, no pipe or pipe fitting which contains more than 8.00% lead may be used for the installation or repair of plumbing at any connection which provides water for human use. For plumbing installed after January 4, 2014 no pipe or pipe fitting which contains more than 0.25% lead, or such other minimum standard as may be established by the EPA or TCEQ, may be used for the installation or repair of plumbing at any connection which provides water for human use and should bear the expected labeling indicating  $\leq 0.25\%$  lead content.

E. No solder or flux which contains more than 0.2% lead, or such other minimum standard as may be established by the EPA or TCEQ 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 District and the undersigned (the "Customer").

A. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District's 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 District or its designated agent prior to initiating new 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 District's normal business hours.



C. The District 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 reinspection.

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 back-flow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

**IV. NOTICE OF AVAILABILITY OF CONFIDENTIALITY OF CUSTOMER INFORMATION** Chapter 182 of the Texas Utilities Code provides that a government-operated utility such as the District may not disclose personal information in a customer's account or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage if the customer requests that such information be kept confidential. The personal information which may be kept confidential is the customer's address, telephone number, and social security number.

The Utility Code requires that customers make a written request for the confidentiality. Therefore, if you wish to have this personal information kept confidential, please check the box below.

NOTE: The confidentiality law will not extend to federal, state or local government officials, to District employees, officials and operations personnel, to Consumer reporting agencies or to any other provider of utility services.

**V. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

The District has adopted rules and policies protecting the drinking water supply and prohibiting tampering with, removing, adjusting or interfering with a meter, meter box or other component part of the water furnishing system. Violation of the District's rules and policies applicable to the water furnishing system is punishable by fines or other penalties up to \$20,000.00, plus the District's attorney's fees and other costs, and such violation shall, at the District's option, result in termination of District utility service.

**VI. COMMERCIAL CUSTOMERS** See the District office for specifications and requirements.

**Request for Confidentiality**

PLEASE CHECK BOX IF REQUESTING CONFIDENTIALITY

☐

The undersigned customer of Cape Royale Utility District requests that the District keep confidential the customer's account information and personal information as identified by Texas Utilities Code.

By: \_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Date

RETURN THIS SERVICE AGREEMENT  
WITH THE WATER/ SEWER  
APPLICATION TO:

Cape Royale Utility District  
1330 Cape Royale Drive  
Coldspring, Texas 77331

