

**CITY OF ABERNATHY**  
**New Customer Information**

**Accounts Setup Requirements**

- Photo Identification
- Signed Customer Service Agreement.
- Utility Deposit of \$100.00. Your deposit will remain on the account until it is closed.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

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

\_\_\_\_\_

Email: \_\_\_\_\_

Phone#: \_\_\_\_\_

Have you ever had a utility account with the City of Abernathy?

Yes

No

**Billing**

- Each month you will receive a statement for water, sewer, garbage collection, and mosquito spraying.
- Utility Payments are due by the 10<sup>th</sup> day of each month.
- When a utility payment is not received before due date, a 10% late payment fee will be added to the account.
- Services are subject to disconnection for nonpayment without prior notice on the 20<sup>th</sup> day of each month.
- To make sure you don't miss a payment, accounts can be setup for auto-draft from your bank.

Reconnection fee for nonpayment: \$25.00

Reconnections will be during regular business hours only.

Signature \_\_\_\_\_

Date \_\_\_\_\_

**For Office Use Only**

Account Number \_\_\_\_\_

Activation Date \_\_\_\_\_

Meter Number \_\_\_\_\_

Current Reading \_\_\_\_\_



**City of Abernathy**  
**P.O. Box 310**  
**Abernathy, TX 79311-0310**  
**Ph: (806) 298-2546 Fax 298-2968**

## **CUSTOMER SERVICE AGREEMENT**

**I. PURPOSE.** The **City of Abernathy** is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail 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 utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the **City of Abernathy** 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. 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 **City of Abernathy** and the Customer.

- A. The **City of Abernathy** 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 **City of Abernathy** 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 **City of Abernathy** normal business hours.
- C. The **City of Abernathy** 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 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 this Service Agreement, the **City of Abernathy** shall, 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.

**V. WATER QUALITY NOTICE.** The **City of Abernathy** does not guarantee that you will never experience uninterrupted service due to broken or damaged water lines. Furthermore, there is no guarantee of water quality due to circumstance beyond our control. We will use every means at our disposal to make the necessary repairs in a timely and efficient manner in order to restore your service and water quality.

CUSTOMER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_ ACCT. NO. \_\_\_\_\_



City of Abernathy  
P.O. Box 310  
Abernathy, TX 79311-0310  
Ph: (806) 298-2546 Fax 298-2968

Dear Customer,

Once your account has been assigned a customer number, you can view your billing history and make payments using a credit or debit card online. To access this feature, visit [www.cityofabernathy.org](http://www.cityofabernathy.org) and click on the "Utility Account Access Portal" button located towards the bottom of the page. From there, first time users will need to click "Enable Portal Access" and follow the instructions. There is no charge associated with accessing your account online; however there is a \$3.00 fee added to each credit/debit card transaction. At this time, we are unable to accept utility deposits by credit/debit card.

For another convenience payment option, we offer Bank Draft (ACH) payment services at no charge. To sign up for this service, sign and return the completed form below with a voided check.

If you have question, feel free to contact City Hall at (806) 298-2546.



(Cut on this line)



### BANK DRAFT AUTHORIZATION FORM

**PLEASE  
READ  
CAREFULLY**

You are hereby authorized and requested, until otherwise instructed, to pay and charge to my/our account all bills for water, sewer, garbage, and mosquito spraying at the address and/or account number shown below, rendered against the undersigned by the City of Abernathy.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Water Account Number

\_\_\_\_\_  
Customer Name (Print)

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

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Office Phone

\_\_\_\_\_  
Name of Bank

\_\_\_\_\_  
Routing – Transit Number

\_\_\_\_\_  
Bank Account Number

ACH may take up to 30 days to process. Continue paying your bill as normal until you receive a bill that states: **"DO NOT PAY – PAID BY ACH"**. This indicates that the bill and all subsequent bills will be drafted from your checking account on the 3<sup>rd</sup> of each month until you notify us to cancel.

A returned ACH will incur a return fee and repeated returns will result in cancelation.

**SIGN AND RETURN TO: CITY OF ABERNATHY, P.O. BOX 310, ABERNATHY, TX, 79311-0310**