



DENTON COUNTY FRESH WATER SUPPLY DISTRICT #10 - ARTESIA
724 Savannah Blvd. Savannah, Tx 76227 | 972.382-3345 |

RESIDENTIAL SERVICE APPLICATION

*REQUIRED FIELDS

*NAME: _____

*SERVICE LOCATION: _____

*CITY: _____ *STATE: _____ *ZIP: _____

BILLING ADDRESS: _____
(If different from service location)

*HOME/CELL PHONE#: _____ ALTERNATE PHONE#: _____

EMAIL: _____

*SS#: _____ *DL#: _____ *STATE: _____

Service Type: Residential Water, Sewer & Trash

- All new residents must complete a residential service application within 5 business days of closing (or beginning a lease) on their new home. If paperwork is not received at the District office by the 5th day after closing on their new home, **residential services (water, sewer, and trash) will be terminated and a Non-payment fee of \$60.00 will be applied to the account.**

A one-time deposit is required before services can be connection. If mailing or dropping off location a check/money order must accompany the application. If application is emailed to ub-artesia@celina-tx.gov a link to pay your deposit online will be sent upon processing.

Amount: \$95.00 Payable to: DCFWS #10

- \$25.00 transfer fee (nonrefundable)
- \$10.00 water and sanitary sewer services fee (nonrefundable)
- \$60.00 water security deposit (refundable upon vacating property)

Utility bills are posted on or before the 15th of each month. Payment is **due** by the 5th of each month. A late fee of \$10.00 or 10% (whichever is greater) is assessed to the utility account on the remaining balance due if not paid by the 5th of the month.

Other Fees & Fines: Non-Payment & Disconnect Fee \$60; Reconnect Fee \$45; Same-Day Reconnect Fee \$50; Tamper Fee \$75

PLEASE CIRCLE ONE: OWNER OF PROPERTY RENTING/LEASING INVESTMENT PROPERTY

START DATE: _____ SIGNATURE: _____
(If renting use move-in date)

FOR OFFICE USE ONLY:

New Acct #: _____ Meter Read: _____

Amount: \$ _____ Date: _____ MO/CHK # _____

Service Agreement

- I. **Purpose:** Denton County Fresh Water Supply District 10 is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. 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 DCFWSD 10 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 for 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 8.0% 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 DCFWSD 10 and _____ (the "Customer").
- A. DCFWSD 10 will maintain a copy of this agreement as long as the Customer and/or the premises has connection to the water system.
 - B. The Customer shall allow his/her property to be inspected for possible cross-connections and other potential contamination hazards. 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 potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections 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 potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
 - 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. **Owner Signature.** If Customer is a tenant and not the owner of the residence, owner must also sign this Service Agreement holding owner responsible for guaranteeing the payment of service extension fees (i.e., continuation of services following vacation of premises by tenant) under the District's Service Rate Order in effect at the time of services are not terminated by the tenant or owner fails to notify District of tenant vacation of premises and request to turn off services.
- V. **Enforcement.** If the Customer fails 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 and the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Customer's Signature: _____

Date: _____

Owner's Signature: _____

(Required if not same as Customer)

Owner Contact Number: _____

*This number will be used in case of emergency i.e. water line breaks/leaks



DCFWSO #10 - Artesia
724 Savannah Boulevard, Savannah, Tx 76227 | 972.987.4250

Residential Utility Deposit Information:

A one-time deposit is required before services are connected.

Amount: \$95.00 Payable to: DCFWSO #10 (Check/Money Order Only)

- \$25.00 transfer fee (nonrefundable)
- \$10.00 water and sanitary sewer services fee (nonrefundable)
- \$60.00 water security deposit (refundable upon vacating property)

Water meters are read by the 3rd of each month. Utility bills are mailed on or before the 15th of each month. Utility payments are **due** by the 5th of each month. A late fee of \$10.00 or 10%, whichever is greater, is assessed to the utility account on the remaining balance due if not paid by the 5th.

Other Fees & Fines: Non-Payment & Disconnect Fee \$60; Reconnect Fee \$45; Same-Day Reconnect Fee \$50; Tamper Fee \$75

Monthly Base Bill: \$76.93 (before water usage)

\$22.77 - Water Availability Fee

Plus, for each 1,000 gallons of water used:

- Up to 5,000 gallons used - \$3.00 per 1,000 gallons
- 5,001 to 10,000 gallons used - \$4.00 per 1,000 gallons
- Over 10,000 gallons used - \$5.00 per 1,000 gallons

\$43.50 – Sewer Base Rate for up to 5,000 gallons of water used

- 5,001 to 10,000 gallons of water used – monthly flat rate of \$45.50
- Over 10,000 gallons of water used – monthly flat rate of \$48.50

\$10.66 – Fire Protection Service Fee

Weekly trash and recycling pick-ups are on Thursday morning. Place bins outside by 7AM to ensure collection.

Collection trucks run from 7AM – 7PM.

For broken/missing bins and missed pick-ups: E-mail the DCFWSO #10 District Manager

Note: missed pick-ups can only be reported after 7PM Thursdays.

Utility Payment Drop Box: Located at 1501 Aretsia Boulevard, Prosper, Texas or deliver during normal business hours to Denton County Fresh Water Supply District #10 offices located at 724 Savannah Blvd, Savannah, Tx 76227

District Website: www.DCFWSO10.org for information on online payment options, trash & recycling collection, public safety

Sign up for District News Alerts here: <https://www.dcfwsd10.org/newsletters>

Artesia HOA: http://www.artesiahoa.com/artesia/outside_home.asp

Helpful Phone Numbers:

Water Utility Billing Department for DCFWSO 10 – Artesia----- Office: (972)382-3345

After hours emergencies (24/7) – Artesia----- Direct: (972)-382-3345

Or reach us via e-mail at: ub-artesia@celina-tx.gov

District Manager’s Contact Information: CustomerService@dcfwsd10.org ---- Office (214) 305-5719

DCFWSO #10 NOTICE

Artesia Water Restrictions

This notice is to inform each resident of the Stage 2 water restrictions implemented for the Artesia community.

WATERING SCHEDULE

**ADDRESSES ENDING WITH AN EVEN NUMBER (00, 04, 08, ETC.)
THURSDAY & SUNDAY**

**ADDRESSES ENDING WITH AN ODD NUMBER (01, 05, 09, ETC.)
WEDNESDAY & SATURDAY**

**NO WATERING BETWEEN THE HOURS OF
10AM – 6PM**

**FOR FURTHER INFORMATION VISIT
www.DCFWSD10.org**

This applies to all types of irrigation systems, including weather monitoring systems.

- Attended hand watering is allowed by means of a hand-held hose
- Soaker hoses and drip irrigation allowed for foundation and landscape areas

The following actions are also prohibited under Stage 2:

- Using water for recreational use
- Using water to wash sidewalks, walkways, driveways, flushing gutters, etc.

Please try to restrain from non-essential uses of water including:

- Using water to wash any motor vehicle, boat, or motorbike

Penalties for violations. For the first violation of a rationing provision, a written warning shall be issued. A second offense will result in a fine of \$75.00. For subsequent violations, the district may terminate service for up to 7 days in which charges for disconnection and reconnection of service will apply. Each day a violation occurs will be considered a separate offense subject to a fine. These provisions apply to all customers of the district.

Thank you,