



**UTILITY CUSTOMER SERVICE**  
 142 N. Ohio St.  
 Celina, Texas 75009  
 (972) 382-3345  
 Email: [ub@celina-tx.gov](mailto:ub@celina-tx.gov)  
 Website: <https://celina-tx.gov>

**APPLICATION TO TRANSFER UTILITY SERVICE**

Submit the completed application along with a copy of an active Lease or Purchase Agreement (listing the applicant’s name and service) with a Photo ID. Request may be made in person, by mail or via email. Please allow two (2) weeks if submitted by mail.

Mobile #: \_\_\_\_\_ Alt Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

**FINAL SERVICE DATE:** \_\_\_\_\_

**START SERVICE DATE:** \_\_\_\_\_

**PREVIOUS ACCOUNT INFORMATION**

Account # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Name: \_\_\_\_\_  
 (Last/ First – Responsible Individual)

Previous Address: \_\_\_\_\_  
 (Street # / Street Name / Apt #)  
 \_\_\_\_\_  
 (City / State / Zip)

Billing Address: \_\_\_\_\_  
*(if different than service address)* (Last Name / First Name)  
 \_\_\_\_\_  
 (Street # / Street Name / Apt#)  
 \_\_\_\_\_  
 (City / State / Zip)

**NEW ACCOUNT INFORMATION**

Account # *Will be issued upon account setup*

Name: \_\_\_\_\_  
 (Last/First – Responsible Individual)

New Address: \_\_\_\_\_  
 (Street # / Street Name / Apt #)  
 \_\_\_\_\_  
 (City / State / Zip)

1. Text notifications such as ready to view, payment reminders, etc. will be sent out. Data rates may apply.
  2. Utility bills and statements will be emailed and mailed.  
 If you want to receive emails or text messages, you can OPT IN here.
- A Non-Refundable Transfer Fee of \$25.00 for all new accounts will be on the customer’s first bill. All past due balances on previous account must be paid in full before new service is started.
  - All accounts are required to pay a \$200.00 SECURITY DEPOSIT. If a customer is transferring from one residence to another WITHIN 5 BUSINESS DAYS, the previous security deposit will be applied to the new address and any remaining balance due to make up the \$200.00 will need to be paid in full before services start.
  - Customers requesting a transfer AFTER 5 BUSINESS DAYS will be required to submit a New Service Application for the new address and a Cancel Services Application for the old address. A \$200.00 deposit will be required with the New Service Application.

**PRIVACY SECTION**

**Under Texas Utilities Code, Chapter 182, a government-operated utility may not disclose: (i) personal information in a customer’s account, (ii) volume or units of utility usage information or the amount billed or collected for utility usage, or (iii) account delinquency or other discontinued service or disconnection information. Personal information, as defined in Texas Utilities Code, Section 182.051, means, electric, gas, water, or telephone utility operated by a public or private entity. All accounts with City Of Celina Utilities are marked as confidential and will not be shared except to the customer of record or to third parties defined in Texas Utilities Code, Section 182.054. However, you have the right to request disclosure of certain account information. A customer may request disclosure by delivering to the City of Celina an appropriately marked form provided by the utility or any other written request for disclosure.**

- I have read and understand the Texas Utility Code 182\*
- Please mark my account confidential
  - Allow City of Celina to release confidential information regarding my account.

By signing below, I have read and agree to the terms and conditions of the service agreement provided herein.

Today’s Date: \_\_\_\_\_ Name: \_\_\_\_\_  
 (Signature)

## **I. PURPOSE**

The City of Celina 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 that are in place to provide this protection. The utility providers are enforcing these restrictions to ensure public safety and their welfare. Each applicant must sign this agreement before the City of Celina will provide services. In addition to new connections, the water system will not be re-established unless it has a signed copy of this agreement.

## **II. RESTRICTIONS**

The following practices are prohibited by State of Texas regulations that govern production and distribution of drinking water to the public:

- 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 air gap or an appropriate backflow device.
- B. No cross-connection between public drinking water supply and 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 pipes or pipe fittings that contain more than 8% lead shall be used for the installation or repair of plumbing at any connection that provides water for human consumption.
- E. No solder or flux that contains more than .2% lead shall be used for the installation or repair of plumbing at any connection that provides water for human consumption.

## **III. TERMS OF SERVICE**

The City of Celina's administrator will maintain a copy of this agreement as long as the customer is connected to the water system.

- A. The customer shall allow his/her property to be inspected for possible cross connections to another potential contaminating or hazardous source of water or any major changes to the private water distribution system. These inspections shall be conducted during normal business hours by the City of Celina's authorized personnel or their designee prior to initiating new water service.
- B. The City of Celina shall notify the customer in writing of any cross connection or other potential contamination hazard that has been identified during an initial inspection or the periodic inspection.
- C. The customer shall immediately remove or adequately isolate any potential cross connections or other contamination hazards on his/her premises.
- D. The customer shall, at his/her expense, properly install, test and maintain any backflow prevention device required by the City of Celina. Copies of all water testing and maintenance records shall be provided to the City of Celina's administrator.

## **IV. ENFORCEMENT**

If the customer fails to comply with the terms and conditions of this service agreement, the City of Celina retains the right to terminate the services or properly install, test and maintain an appropriate backflow prevention device at the service connection time. Any expenses associated with the enforcement of this agreement shall be paid by the customer.