

Timberlake ID

When applying for water service in Timberlake ID you will need to fill out the attached Application for Service and Service Agreement. For the initial account activation, you will need to bring the required paperwork into the office or if out of town, overnight it to our office located at 12841 Jones Rd, Suite 120, Houston, Texas 77070 along with the following:

***If documents are not presented in person, they must be notarized.**

If you purchased the residential property:

- Proof of purchase i.e.: Closing Disclosure or Settlement Statement
- Picture ID
- Check or money order in the amount of \$115.00 (\$100.00 Deposit + \$15.00 Connect Fee) payable to Timberlake ID

If you are leasing or managing the residential property:

- A copy of your signed Lease agreement or Management agreement
- Picture ID
- Check or money order in the amount of \$115.00 (\$100.00 Deposit + \$15.00 Connect Fee) payable to Timberlake ID

-All the aforementioned documentation must be received in order for service connections to take place.

-Service connection is a next business day service. Connection takes place Monday – Friday between the hours of 8:00 am – 5:00 pm.

Should you have any questions or concerns please contact our office at 281-897-9100.

**Business Hours:
Monday- Friday 8:00 am - 5:00 pm
Lobby Closes at 4:00 pm**

We look forward to serving you.
Have a great day!

TIMBERLAKE IMPROVEMENT DISTRICT

Service Agreement

- I. **PURPOSE.** The District is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing 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 District will began 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. **PLUMBING RESTRICTION.** The following unacceptable plumbing 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 that 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 percent 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 percent 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 District (the "Water System") and _____ (The "customer").
- A. The Water System will maintain a copy of this agreement as long as the customer and/or the premises are connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross connections and other undesirable plumbing practices. The Water System or its designated agent, prior shall conduct these inspections to initiating service and periodically thereafter. 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 undesirable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any undesirable plumbing practice 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 the service agreement, the District 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.

SECTION V. PREMISESES READY FOR SERVICE. I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service. All faucets, washer connections and outside hydrants will be off. I understand that neither the District, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request

Service Address	Date of Service
Signature	Printed

CERTIFICATE OF ACKNOWLEDGMENT OF NOTARY PUBLIC

STATE OF TEXAS

COUNTY OF _____

This document was acknowledged before me on this _____ [DATE] by

_____ [NAME OF PRINCIPAL]

[NOTARY SEAL]

SIGNATURE OF NOTARIAL OFFICER

My Commission Expires _____

District: _____

Water Service Application

TODAYS DATE: _____ REQUESTED SERVICE DATE: _____

OWNER [] LEASING [] REALTOR []
Does the home have a pool? Yes or No Sprinkler System? Yes or No

SERVICE ADDRESS: _____

City: _____ State: Texas Zip: _____

Mailing Address (if different from above): _____

City: _____ State: Texas Zip: _____

Name on Account (**Primary**): _____

Social Security No. _____ Driver's License No. _____ Date of Birth _____

Name on Account (**Secondary**): _____

Social Security No. _____ Driver's License No. _____ Date of Birth _____

Cell Phone # () - _____ **Work Phone #** () - _____

PURCHASE PROPERTY / LEASE PROPERTY

Mortgage/Landlord Name: _____

Phone No.: _____

I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service noted above. All faucets, washer connections and outside hydrants will be off. I understand that neither my MUD, nor its management personnel, is responsible for any damage(s) resulting from the fulfillment of my request.

Signature: _____ Printed: _____

OFFICE USE ONLY:

DEPOSIT AMOUNT: \$ _____	DATE COLLECTED: _____	CHECK NUMBER: _____
ACCOUNT No. _____		
SERVICE ORDER CREATED: _____	READING: _____	
ENTERED IN COMPUTER: _____		

Timberlake ID

You can pay by credit card, debit card or eCheck.
Visa, MasterCard, Discover, and Amex are all accepted.

District Name has teamed up with **First Billing Services** to provide more choices to our customers. Please review the information below for options available through First Billing Services:

- Web payments: Log onto <https://www.regionalwater.net/> to access the online portal. You can register your account, OR pay as a guest!
- Live agent assisted payments: call 1-855-270-3592.
- Automated phone payments: Call **Timberlake ID** (Integrated Voice Recognition System) and follow the prompts. This service is available 24/7. **877-445-6209**
- Text & Pay: **A new and exciting feature available to you!** Register your account via the online portal to sign up for Text & Pay.
- Automatic Monthly Payments: Log in online OR contact First Billing at 1-855-270-3592 to sign up for auto payments. You can select your payment method, pick your date, and the payment amount. Each month, you will receive emails confirming the payment was successful.

While you will be paying your bill to your water district; First Billing Services assesses a fee for each **credit/debit card and eCheck transaction**, while using these convenient services.

**For more information or assistance with registration;
Call First Billing at 1-855-270-3592**

or visit the website at <https://www.regionalwater.net/>