



1000 N. Old Betsy Rd* Cleburne, TX 76031 * P.O Box 637 Keene, TX 76059* 817-641-3336*

Request for temporary service hold on account

Customer's Name: _____

Service Address: _____

Mailing Address: _____

Phone Number: _____ Email: _____

Utility Account #: _____

Disconnection Date of Service: _____

Reconnection Date of Service: _____

Ordinance NO 2017-548 Sec. 51-12.:

"A customer may avoid the monthly minimum utility charges by requesting service be turned temporarily off and paying all charges for water usage prior to the service being temporarily turned off. Upon return to the premises, the customer requests the city resume service and the customer's service will resume without having to re-establish an account. In this case, the water service will be reconnected between the hours of 1 and 5 p.m. Monday through Friday, excluding City Holidays. If a customer requests the service be turned off temporarily and does not pay all charges for the water usage, the city will apply the customer's deposit to the outstanding balance and mail any remaining customer deposit greater than \$4.99 to the customer's billing address. In this case, the customer shall establish a new service account and pay a new service account deposit equal to the current deposit amount along with any outstanding balance upon return to the premises for service to be resumed."

I hereby certify that the above information is true and correct, and I understand that any misrepresentations on this request may be grounds for denial. By signing below, I acknowledge that all the information is accurate, and I give the City of Keene permission to verify any information provided.

Customer's Signature: _____

Date: _____

Received By: _____

Date: _____