

Effective Date: _____

APPLICATION AND AGREEMENT FOR CITY WATER AND ALLIED SERVICES

Account Number: _____ Deposit Date: _____ Deposit Amount: \$ _____

Applied To Account: _____ Date: _____ Amount: \$ _____

Name: _____ Phone # _____

Mailing Address/City/State/Zip: _____

E-mail Address: _____

DL# _____ State: _____

Service Address: _____

DEPOSIT AGREEMENT:

I hereby agree to the following conditions:

1. ___ Turn-on hours are from 1:00 pm to 5:00 pm daily. It is the responsibility of the customer to have someone at the residence if they like someone present for turn-on. The City is not responsible for any damage incurred due to fixtures being left on in or out of the residence.
2. ___ I agree to pay the bill for such services, once per month at the ordinance rate and within ten days of the date of the bill.
3. ___ I further agree to order the water turned off when user is moving or permanently leaving premises.
4. ___ I further agree that the deposit made will be paid to the City for any unpaid service owed by me.
5. ___ I further agree that if I do not receive a bill by mail, it is my responsibility to call or come to the Municipal Complex and determine the amount of the charges for such service and pay some on or before the 10th day after the billing date for such cycle each month.
6. ___ I hereby covenant to protect and save harmless the City of Schertz for all claims for damages occasioned by the bursting of any pipes used for the supplying of water under this application.
7. ___ I further understand my security deposit shall not exempt me from any other related water and /or wastewater connections fees.
8. ___ I further agree as a co-signer of an account that I will be responsible for all unpaid balance of any account in which I am signing for.
9. ___ If I default in any of the above agreement, I authorize the City of Schertz to disconnect the water or any other service being furnished to me at my expense and charge according to the City of Schertz regulations and ordinances which are in existence, or which may be hereafter passed by the City of Schertz.

CITY WATER DEPARTMENT

Agreed Customer's signature

Agreed Co-signer's signature

Rev. 3/9/17

UTILITY SERVICE AGREEMENT:

PURPOSE: The CITY OF SCHERTZ WATER SYSTEM is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this services 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 the agreement before the CITY OF SCHERTZ WATER SYSTEM 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.

PLUMBING RESTRICTIONS: The following undesirable 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 back-flow prevention device.
- B. No cross-connection between the public drinking water supply and a private system is permitted. These potential threats to the public drinking water shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone back-flow prevention device.
- C. No connection, which allows water to be returned to the public 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 fluxes, 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.

SERVICE AGREEMENT: The following are the terms of the service agreement between the CITY OF SCHERTZ 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/her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Water System Customer Service Inspector or City Inspection Department or its designated agent prior to initiating service and periodically thereafter. This inspection 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/owner shall immediately correct any undesirable plumbing practice on his/her premises.
- e. The customer shall, at his/her expense, properly install, test, and maintain any back-flow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- f. The customer is liable for contamination to his/her property or to the Public Water Supply if customer causes the contamination to occur. The Customer should immediately notify the Public Water Supply if customer causes any contamination.

ENFORCEMENT: IF THE CUSTOMER FAILS TO COMPLY WITH THE TERMS OF THIS SERVICE AGREEMENT, THE WATER SYSTEM SHALL, AT IT’S OPTION, EITHER TERMINATE SERVICE OR PROPERLY INSTALL, TEST, AND MAINTAIN AN APPROPRIATE BACK-FLOW PREVENTION DEVICE AT THE SERVICE CONNECTION. THE CUSTOMER SHALL PAY ANY EXPENSES ASSOCIATED WITH THE ENFORCEMENT OF THIS AGREEMENT.

CUSTOMER SIGNATURE

DATE

UPDATING OUR RECORDS
REQUEST FOR ACCOUNT RECORDS CONFIDENTIALITY

The Texas Open Records Act provides that a government-operated utility which provides, wastewater, drainage, sewer, garbage, gas, or electricity for compensation may not disclose personal information in a customer's account record IF the customer requests, IN WRITING, the utility keeps the information confidential. Personal information, as defined by the bill, means an individual's address, telephone number, or social security number.

If it is your intention that the above information in your account records is kept confidential, please mark and complete the bottom portion of this form.

___ I/We, the undersigned, hereby request that my/our account records at the City of Schertz Utility Department be kept confidential, as permitted by the Texas Open Records Act. Please mark and complete the bottom portion of this form.

CUSTOMER(S) SIGNATURE	ACCOUNT NUMBER	
CUSTOMER(S) PRINTED NAME		
STREET ADDRESS		
CITY	STATE	ZIP

EMPLOYER: _____ **PHONE #:** _____

ADDRESS/CITY/STATE/ZIP: _____

OTHER AUTHORIZED PERSON(S) _____

ADDRESS: _____ **PHONE#:** _____

OTHER AUTHORIZED PERSON(S) _____

ADDRESS: _____ **PHONE#:** _____

IN CASE OF EMERGENCY

PERSONAL CONTACT NAME: _____ PHONE#: _____

ADDRESS/CITY/STATE/ZIP: _____

LANDLORD/PROPERTY MANAGEMENT: _____

ADDRESS/CITY/STATE/ZIP: _____ **PHONE#:** _____