

## RESIDENTIAL SERVICE APPLICATION

### APPLICANT INFORMATION

Application Date: ____/____/____		Service Address:	
Applicant Name (last name, first, middle initial):			
Do you own the property? Yes No (Circle one)		Are you leasing the property? Yes No (Circle one)	
Driver's License or ID#:	State:	Date of Birth:	
Social Security #:		Applicant Phone #1:	Phone #2:
Billing Address (if different from Service Address):			
City:		State:	ZIP Code:
Email Address:			
Spouse/Roommate (Last name, first, middle initial):			
Driver's License or ID#	State:	Date of Birth:	
Social Security #:		Phone #1:	Phone #2:

**Please read the following and initial:**

\_\_\_\_\_ I hereby apply for water, sewer, trash and storm water services at the above service address to be furnished at the applicable fee schedule rates under the terms and conditions of the City of San Angelo Code of Ordinances as amended.

\_\_\_\_\_ I fully understand that there will **be monthly fixed water, storm water, and base sewer fees charged on my account whether services are used or not.**

\_\_\_\_\_ I understand that a deposit is required with the amount being based on the size of the meter or past account credit history.

\_\_\_\_\_ I understand that there will be a \$20.00 non-refundable activation fee for each meter to cover maintenance and costs related to opening an account.

\_\_\_\_\_ I understand that a responsible person must be present for the water meter service to be turned on.

\_\_\_\_\_ I understand that if no one is home the water meter will not be turned on and it is my responsibility to contact customer service to have my service connection rescheduled.

\_\_\_\_\_ I understand that if I contact Customer Service to have my services connected for a 3<sup>rd</sup> time that any attempt for service connection thereafter will include a \$15.00 return trip fee.

\_\_\_\_\_ I agree that the described service location will be used for single/multi-family residential/business purposes only, *(circle applicable purpose)* and that the utility services are provided for utilization by occupants at the service location only.

\_\_\_\_\_ I understand the City has the right under applicable regulatory terms to discontinue water, sewer, storm water and or solid waste pick up to the described service location or to any other location where I receive City utility services, if I fail to timely pay after notice for utility services provided to me by the City.

\_\_\_\_\_ I understand that the City may refuse service at a new location if I am delinquent on any utility account with the City.

\_\_\_\_\_ I agree to abide by and consider as part of the contract any applicable ordinance, rule and regulation now in effect or as may be amended or adopted in the future.

\_\_\_\_\_ I agree to keep all plumbing and plumbing fixtures at the described location in good repair and serviceable, and to promptly stop leaks.

\_\_\_\_\_ I grant the City the right to physical entry onto and across property at the service address to access utility meters wherever located on or about the Service Address, as reasonably necessary to provide utility services.

\_\_\_\_\_ I acknowledge that the utility meters are property of the City, and that they may be installed, turned on or off, adjusted, repaired, operated or removed only as authorized by the City.

\_\_\_\_\_ I understand that the City may, in compliance with applicable Utility Regulations of the Texas Commission on Environmental Quality, terminate service to me after notice for nonpayment or other service contract violation; or in certain permissible circumstances, disconnect utility service to the described service location without advance notice to me, including when necessary to mitigate a hazardous condition.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### OPTIONAL TELECOMMUNICATIONS AUTHORIZATION

The undersigned Applicant agrees for the benefits of enhanced communication, convenient service of the account or for resolution or collection of any amounts due, that the city or its employees or contractors (the "Utility") may contact the undersigned by telephone at any telephone number associated with the account, including wireless telephone numbers, which could result in charges to the telephone account. It is agreed that the Utility may also contact the undersigned Applicant by sending text messages or email messages, using any email address provided to the Utility. Contacts may include pre-recorded or artificial voice messages and the use of automatic dialing.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***For Office Use Only:***

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

Deposit Amount: \_\_\_\_\_ (Water) \_\_\_\_\_ (Irrigation)

Start Date: \_\_\_\_\_ Connection Time: \_\_\_\_\_

CSR: \_\_\_\_\_ Date: \_\_\_\_\_



## NOTICE OF CONFIDENTIALITY

### **Request for Confidentiality of Personal Information Maintained by the City of San Angelo Water Utilities Department.**

Personal information in your City of San Angelo Water Utilities Department customer account records such as: your address, telephone number, water usage and billing and payments are generally considered public information under the Texas Government Code, Chapter 552 (Public Information Act). The social security number of a living person is confidential and may not be released in most cases.

The Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information if the customer requests that the government-operated utility keep the personal information confidential.

A request for confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account records to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation. A customer may rescind a request for confidentiality by providing the government-operated utility written permission to disclose personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

This form enables you to request confidentiality of your personal information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your personal information, please sign below and return this form to the City of San Angelo Water office:

San Angelo Water Utilities  
122 W. 1<sup>st</sup> Street  
San Angelo, TX 76903  
325-657-4323

I request my personal information maintained by the City of San Angelo Water Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

\_\_\_\_\_  
Account Holder's Name (Please Print)

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
Date

\_\_\_\_\_  
Account Holder's Signature