

# 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: \_\_\_\_\_



# San Angelo, Texas

301 W Beaugard Avenue, San Angelo, TX 76903

## Customer Service Agreement

- I. **PURPOSE.** The City of San Angelo is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to inform each customer of the restrictions, which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Once the City of San Angelo begins service to the customer, this signifies that the customer agrees with the terms herein. In addition, when service to an existing retail connection has been suspended or terminated, the water system will make this agreement available to the customer and the re-establishment of service will signify that the customer agrees with the terms herein.
- II. **RESTRICTIONS.** The following unacceptable 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, which allows water to be returned to the public drinking water supply, is permitted.
  - D. No pipe or pipefitting, which contains more than 0.25% 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% 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 City of San Angelo (the Water System) and Customer.
  - A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
  - B. The Customer shall allow their property to be inspected for possible cross-connections and other potential contamination hazards periodically as deemed necessary by the Water System. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The 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 potential contamination hazard, which has been identified during the initial inspection or the periodicre-inspection.
  - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on the 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.
  - F. The water department shall have access at all reasonable hours to all premises supplied with water for the purpose of seeing water and wastewater usage are being observed, and refusal by any consumer shall result in refusal of water supply from the city water system until such permission is granted.

IV. RESPONSIBILITY.

- A. The applicant for utility service must provide the required personal identifying information, either in person, over the phone or on-line when opening, handling, transferring or closing a utility account. This information is subject to verification by the City and any use of false information shall be grounds for denial, suspension and or termination of service. Inasmuch as the customer is responsible for all water going through the meter, the customer must either close the account or authorize another person to handle the utility service on their behalf.
  - B. All property owners, their agents, and tenants shall be held responsible as consumers for loss of water, due to leakage in pipe or plumbing inside the discharge side of the meter or on the property, and if this water is not paid for according to the rates then in effect, when it becomes due, the water shall be cut off and not turned on again until all claims are paid or adjusted. In the event any change in tenant or consumers, in rented property, the landlord and property owner shall be held to account for payment for this leakage before service will be extended and water furnished to the second tenant.
- V. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the Water System 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.

Customer's Signature: \_\_\_\_\_

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