

Water/Sewer Service Agreement



- 1. Purpose.** The City of Shenandoah (“City”) 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 that are in place to provide this protection. The City enforces these restrictions, which are in place to protect the public health and welfare of the citizens.

Each customer must sign this service agreement before the City will begin service. In addition, when service to an existing connection has been suspended or terminated, the City will not reestablish service unless it has a signed copy of this agreement.

- 2. Plumbing Restrictions.** The following undesirable 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 back-flow prevention device.
 - b) No cross-connection between the public drinking water supply and a private water supply and a private water system is permitted. These potential threats to the public water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure zone back-flow prevention device. A copy of the back-flow prevention certificate is to be filed with the city and inspected on an annual basis for recertification.
 - 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% lead may be used for installation or repair of plumbing at any connection that provides water for human use.
 - e) No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection, which provided water for human use.

3. Service Agreement. The following are the terms of the service agreement between the City of Shenandoah and _____ (*insert applicant name*).

- a) The City 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 City or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the water system's normal business hours.
- c) The City 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 reinspection.
- d) The customer 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 at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

4. Enforcement: If the customer fails to comply with the terms of the service agreement, the City shall, at its option, terminate service or properly install, test and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

5. Billing / Payment: Billing occurs near the 20th of each month. Payments are due the 15th of the following month. If the 15th is on a weekend, payment is due the following Monday. A 10% fee will be incurred for late payments. Nonpayment will result in service being terminated. To reestablish service, a \$50.00 reconnection fee applies plus payment of the full balance owed.

Signature by Owner / Lessor:

Date: _____

**Notice of Right to Request Confidentiality
of Certain Personal Information**

As a customer of City of Shenandoah Public Utilities, you have a right under the law to request that the City not disclose your address, telephone number or social security number (“Personal Information”) to anyone other than those persons exempt by law, as set out in Section 35.58(c)(1)(2) of the Texas Business and Commerce Code.

If you wish to request the non-disclosure of this Personal Information, please check the following statement. This notice is mandatory by state law.

_____ Please maintain the confidentiality of the personal information of my account.

Customer Signature _____

Printed Name: _____

Date: _____

RESIDENTIAL

APPLICANT NAME:			
Mr. <input type="checkbox"/>	Ms. <input type="checkbox"/>	Mrs. <input type="checkbox"/>	Spouse Name:
Person Filing Application (if different):			
Address Where Service is Requested:			
Home #:	Work #:	Cell #:	
Drivers License #:	State Issued Photo ID : <i>(not required if Drivers Licence is provided)</i>		
Billing Address(if different):			
Check One of the Following:			
Buying: _____	Leasing: _____		
Owner's Name <i>(if applicable)</i> :	Owner's Phone #:		
Date Service Should Begin:			
Meter Size:_____			
<ul style="list-style-type: none">Residential service includes water, sewer and garbage.			
NEW ACCOUNT #:			