

## **APPLICATION FOR WATER AND SEWER SERVICE**

Previous Address  City  State  Zip Code  C	CUSTOMER INFORMATION			
Are you: Owner Tenant  If Tenant, who is owner or agent? Owner Phone (	, , ,			
Mailing Address City State Zip Code  Billing Address City State Zip Code  Previous Address City State Zip Code  Cell Phone Number  Cell Phone Number  Cell Phone Number  Cell Phone Number  Call Phone Number  Comply with the City's Ordinances, Rules and Regulations as amended from time to time and to pay for all utility services rendered to the property in a timely manner and understand that a violation of the City ordinances, Rules or Regulations may result in a penalty and/or termination of utility services to above service address. I represent that the information above is true and correct.  Applicant Signature Application Date Effective Date  House Bill 859 requires "Government-Operated" Utilities to notify customers of their right to confidentiality. You have the right to request confidentiality of your personal information contained in our records.  Personal information" as defined by the statute means an individual's address, telephone number, or social security number.  Office Use Only  Deposit Amount \$500.00 Cash Check Number Work Order Number	,			
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Previous Address  City  State  Zip Code  (	Mailing Address	City	State	Zip Code
Home Telephone Number	Billing Address	City	State	Zip Code
E-mail Address ( <i>Please Print</i> )  The undersigned hereby makes application to the City of Rollingwood for water and wastewater. I agree to comply with the City's Ordinances, Rules and Regulations as amended from time to time and to pay for all utility services rendered to the property in a timely manner and understand that a violation of the Ordinances, Rules or Regulations may result in a penalty and/or termination of utility services to above service address. I represent that the information above is true and correct.  Applicant Signature  Application Date  Effective Date  House Bill 859 requires "Government-Operated" Utilities to notify customers of their right to confidentiality. You have the right to request confidentiality of your personal information contained in our records. "Personal information" as defined by the statute means an individual's address, telephone number, or social security number.  Office Use Only  Deposit Amount \$500.00 Cash Check Number Work Order Number	Previous Address	City	State	Zip Code
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		Office Use Only		
Received By:	Deposit Amount \$500.00 Cash	_ Check Number	Work Order Nur	mber
Neceiveu by	Pagaiyad By:			
	neceived by	_		



## **SERVICE AGREEMENT**

- I. PURPOSE: City of Rollingwood 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 which are in place to provide this protection. This utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Service Agreement before we 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 Service Agreement.
- II. PLUMBING RESTRICTIONS: The following undesirable plumbing practices are prohibited by State regulations.
- A. No Direct-connection between the public drinking water supply and 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 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 pipe fitting which contains more than 8.2% 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. PLUMBING RESTRICTIONS: The following are the terms of the Service Agreement between the City of Rollingwood and \_\_\_\_\_\_.

#### **Resident Signature**

- A. The Water System will maintain a copy of this Service Agreement as long as the customer and/or premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's 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 reinspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
- E. The Customer shall, at his expense, property 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.
- IV. ENFORCEMENT: If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, 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 Service Agreement shall be billed to the Customer.





## **SERVICE AGREEMENT**

#### **Property Address:**

Street	City	State	Zip Code
Do you have any of the follow	ving?		
Irrigation Syste	em		
Pool			
Hot Tub			
Water Softene	er		
You must notify The City of Rethe above are noticed at the fall requirements are met.			
Resident Name (Print)	Reside	ent Signature	Date





#### **Confidentiality**

Under the Texas Public Information Act, personal information in the City of Rollingwood's utility customer records is generally considered public information. The Texas Utilities Code, Chapter 182, provides that a government-operated utility may not disclose information in its utility customer account records if the customer requests confidentiality\* of the customer's address, telephone number, social security number, information relating to the volume or units of utility usage, and the amounts billed to or collected for utility usage.

I REQUEST CONFIDENTIALITY OF MY PERSONAL INFORMATION, INCLUDING MY ADDRESS, TELEPHONE NUMBER, SOCIAL SECURITY NUMBER, AND UTILITY USAGE, BILLING, AND COLLECTION INFORMATION.
Name (Please Print)
Account Number
If you have requested confidentiality in the past, you also have the right to cancel that confidentiality request by providing to the City of Rollingwood written permission to disclose personal information.
Check the following if you wish to authorize the release your address and telephon number to the following groups:
Rollingwood Women's Club
<u>Disclaimer</u>

- \*A request for confidentiality does not prohibit a government-operated facility from disclosing the information described above 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 action 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 to whom the customer has contractually waived confidentiality of personal information; or
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage services for compensation.





# **Emergency Management Notification System Registration**

The City of Rollingwood has implemented the <u>SwiftReach</u>, <u>Swift911</u>™ emergency notification system to communicate with residents and business owners during major events and emergencies. This program is a powerful tool to inform and protect you and your family. Your information remains completely confidential, and will only be used during designated situations. To enroll your household or entity, please fill out the following information:

Primary Contact Name (Please print)\_

Print)	Rol	lingwood, Texas 78746
Modes of Contact:		
1. ()Primary Phone	Receives Text? Yes Cell Phone? Yes	No No
2. ()	Receives Text? Yes Cell Phone? Yes	No No
3. ()	Receives Text? Yes Cell Phone? Yes	No No
Email Address 1:		
Email Address 2:		
Email Address 3:		
Email Address 3:	ency Notification System Opt Out	
Email Address 3:  Emerge , wisl	ency Notification System Opt Out h to exercise my right to opt out of th	e emergency notification
Email Address 3:  Emerge , wisl system(SwiftReach and Swift911). In second	ency Notification System Opt Out	business will not receive
Email Address 3:  Emerge , wish system(SwiftReach and Swift911). In any recorded phone or email notification acknowledge that these notices may be a second or email of the second or email or email of the second or email or	ency Notification System Opt Out  h to exercise my right to opt out of th so doing, I understand my residence/ ions sent by the City of Rollingwood. include the following: natural disaster I to water line breaks and boil water	business will not receive notifications; water utilit
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