



APPLICATION FOR WATER AND SEWER SERVICE

Primary Applicant _____

Secondary Applicant _____

The secondary applicant is authorized to make changes to the utility account

Are you Owner Tenant

If Tenant, who is the owner? _____ Owner Phone _____

Service Address **City** **State** **Zip Code**

Billing Address **City** **State** **Zip Code**

Home Phone Number

Cell Phone Number

Work Phone Number

Primary Email Address

Secondary Email Address

Would you like to receive E-bills?

**Would you like to enroll in Autopay?
If yes, please fill out the form on page 4.**

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.

Deposit Amount **\$500.00**

OFFICE USE ONLY

Check

Money Order

Received 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 following?

- _____ Irrigation System
- _____ Pool
- _____ Hot Tub
- _____ Water Softener

You must notify The City of Rollingwood if any of the above are installed after move in. If any of the above are noticed at the time of turn on, the City of Rollingwood will not turn on service until all requirements are met.

Resident Name (Print)

Date

Resident Signature





AUTOMATIC DEBIT AUTHORIZATION

Please fill out the following information to be enrolled in automatic bill pay:

Name:	Date:
Address:	Phone 1 #
E-mail:	Phone 2 #
Account #	

BANK DRAFT: Checking or Savings Account
Bank Name:
Account #:
Routing #:
(INCLUDE A VOIDED CHECK)

I will continue to make payments as usual until my bill states "**PAID BY DRAFT**". Failure to do so could result in late fees and/or interruption of service.

I authorize the City of Rollingwood to debit the account indicated above to pay my monthly utility bill. I understand that my bank account will be debited for the total amount due, on the due date. (Should the due date fall on a weekend or holiday, the draft will occur on the business date after the due date.) If the City of Rollingwood erroneously debited funds from the above account, I authorize the City of Rollingwood to initiate the necessary credit entries not to exceed the total amount of the entry in question.

This authorization will remain in effect until written authorization has been received by the City of Rollingwood to terminate automatic debit. **The customer is responsible for notifying the City of Rollingwood in writing of any changes to their bank account at least FIVE (5) business days prior to being charged on the due date.** A \$25.00 service fee will be charged for any debits returned unpaid due to insufficient funds, closed account, etc.

SIGNATURE: _____





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 telephone number to the following groups:

Rollingwood Women's Club

Disclaimer

***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 Notification System Registration

The City of Rollingwood has implemented **Rave Mobile Safety**, or **Smart 911** 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:

Service Address: _____

Contact Information

Contact Name 1: _____

Contact Name 2: _____

Contact Name 3: _____

1. (____) _____	Receives Call?	Yes	No
	Receives Text?	Yes	No
2. (____) _____	Receives Call?	Yes	No
	Receives Text?	Yes	No
3. (____) _____	Receives Call?	Yes	No
	Receives Text?	Yes	No

Email Address 1: _____

Email Address 2: _____

Email Address 3: _____

Emergency Notification System Opt Out

I _____, wish to exercise my right to opt out of the emergency notification system (**Rave Mobile Safety, or Smart 911**). In so doing, I understand my residence/business will not receive any phone or email notifications sent by the City of Rollingwood.

I acknowledge that these notices may include the following: natural disaster notifications; water utility notifications including but not limited to water line breaks and boil water notices; any other urgent notices designated by the City of Rollingwood.

I acknowledge and accept that failure to receive these notices may result in risk to my health and/or safety.

Signature

Date

