



# UTILITY SERVICE APPLICATION

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NAME: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

APPLICANT'S TDL/ID: \_\_\_\_\_ PHONE # \_\_\_\_\_

APPLICANT'S EMPLOYMENT: \_\_\_\_\_

EMPLOYMENT PHONE # \_\_\_\_\_

**CHECK HERE FOR PAPERLESS EMAIL BILLING**

EMAIL ADDRESS: \_\_\_\_\_

CHECK ONE:       **PROPERTY OWNER**       **RENTING**

*IF RENTING, PLEASE COMPLETE THE FOLLOWING:*

LANDLORD: \_\_\_\_\_ PHONE # \_\_\_\_\_

LANDLORD'S ADDRESS: \_\_\_\_\_

HOW WILL THE WATER BE USED?     **DOMESTIC**       **BUSINESS**       **OTHER**

IF THE WATER WILL BE USED FOR "BUSINESS" OR "OTHER" PURPOSES, PLEASE DESCRIBE THE INTENDED USE BELOW:

**Account Confidentiality Request:** Section 182.052 of the Texas Utilities Code provides that a government-operated Utility such as the City of Galena Park may not disclose personal information in a customer's utility account or other Information related to utility usage or billing if the customer requests that the information be kept confidential.

Yes, I request confidentiality

No, I don't request confidentiality

APPLICANT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## OFFICE USE ONLY

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

Service Start Date: \_\_\_\_\_

Work Order # \_\_\_\_\_

Water Clerk Initials: \_\_\_\_\_

## City of Galena Park Utility Service Agreement

On this date the City of Galena Park, an Incorporated City organized under the laws of the State of Texas (hereinafter called the City) and \_\_\_\_\_ (hereinafter called the Customer) enter into an agreement for Utility Service.

- I. **PURPOSE:** The City 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 notify 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. Each retail customer must sign this agreement before the City will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

The City shall sell and deliver water and/or wastewater service to the Customer and the Customer shall purchase, receive, and/or reserve service from the City in accordance with the Ordinances of the City as amended from time to time by the Governing Body of the City. Upon compliance with said Ordinances, including payment of a deposit, the Customer qualifies as a new customer or continued as transferee and thereby be called a Customer.

The City shall endeavor to deliver to Customer a monthly statement of the amount due to the City for water and sewer services, but failure of Customer to receive such statement from City or failure of City to properly mail the same will not relieve the Customer of their obligation to pay the amount in full by the due date and/or penalties.

In consideration for the supply of water and sewer services, Customer agrees to timely pay each bill in the amount and at the rates established via ordinance by the City, which amounts and rates may be hereinafter amended from time to time. Customer's meter shall be read each month at times and dates selected by the City. The full amount of the bill shall be due and payable on or before the date specified on the bill. City may vary the length of time between readings if such variance is necessary to keep Customer's account current. Should Customer fail to pay any bill in full or in or before the due date, water and sewer services may be disconnected, at the option of the City, with a reconnection fee in an amount as specified in the Ordinances of the City.

All water shall be metered by meters to be furnished by the City. The meter and/or wastewater connection is for the sole use of the Customer as is to provide service only to one dwelling or one business unless other arrangements have been made with the City prior to agreement approval. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or sub meter water to any persons, dwellings, businesses, or property, etc., is prohibited.

City's authorized employees shall have access to property or premises for which service is provided at all reasonable times for the purpose of inspecting, repairing, removing or exchanging all appliances belonging to the City and used in connection with waterworks and sewer systems, and Customer hereby agrees to grant such access and not to interfere with City employees in the discharge of their duties.

The Customer shall hold the City harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Customer/users of the City, normal failures of the system, or other events beyond the City's control.

**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 pipe fitting which contains more the 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 percent lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

II. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Galena Park (the water system) and \_\_\_\_\_ (the 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 his property to be inspected for possible cross-connections and other potential contamination hazards. 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 inspections shall be conducted during daylight 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 periodic re-inspection.
- d. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his 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.

III. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City 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.

IV. **DEPOSIT:** The deposit herewith made shall be held by the City as security for the payment of future water and sewer service for the period of this contract, which shall terminate upon written request of Customer or upon disconnection of such services by the City. Upon termination of this contract,

the deposit will be refunded to the Customer, provided that Customer has paid all charges for the water and sewer service, is in compliance with the terms of this Service Agreement and has paid for any damages done by the Customer or Customers agent to any property belonging to the City. Should Customer be in arrears with bills for water and sewer services the deposit shall be first applied to the payment of such delinquent bills or final bill and the balance of the deposit, if any, shall be refunded to Customer upon termination of this contract.

By execution hereof, the Customer agrees that non-compliance with the terms of this agreement by said Customer shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the City.

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Customer Signature

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Customer Address

City of Galena Park

By: \_\_\_\_\_ Date: \_\_\_\_\_