



UTILITY SERVICE APPLICATION

NOTICE: All new service connection requests require payment of a deposit and service fee.

Type of Utility Service: Residential Commercial One Day Bulk

Requested Service Address _____

Property Owner _____
Full Name *Property Owner Phone Number*

Beginning Service Date _____
(Someone must be present at the location in which water service is being connected before the Water Dept. will be able to activate the water. It is unlawful for anyone to connect, reconnect or disconnect water at the meter at any time.)

Applicant Name _____
First *Middle* *Last*

Mailing Address _____

Home Phone _____ Work Phone _____

Cell Phone _____ E-mail _____

Drivers License _____
Number *State*

Social Security Number _____ Date of Birth _____

Have you ever had utility service with the City of Van Alstyne? Yes No

If so, what address, when? _____
Address *Month/Year*

I have carefully read the completed Application and know the information given above is true and correct. I will comply with all City of Van Alstyne Ordinances and applicable State Laws, and accept responsibility for payment of all fees or charges. I understand that failure to do so will cause services to be discontinued which will result in additional charges to have services reinstated. I understand that knowingly providing false information on this application is a misdemeanor offense.

NOTE: The base water and sewer charge cannot be pro-rated. You will be charged the entire monthly base charge regardless of the date of the month you select as the Beginning Service Date.

COMMERCIAL CUSTOMERS: Application for a Certificate of Occupancy is required within 30 days of commencement of water utility services. Solid Waste service is not provided by the City; however you are required to obtain said service through the City's contractor, Sanitation Solutions (903) 784-0124.

Customer Signature *Date*

OFFICE USE ONLY

Acct. No. _____ Meter No. _____ Meter Reading _____



SERVICE AGREEMENT

- I **PURPOSE:** The City of Van Alstyne 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 standards and restrictions, which are in place to provide this protection. The City enforces these restrictions to protect the public health and welfare. Each customer must sign this Agreement before the City of Van Alstyne will begin utility service. In addition, when service to an existing connection has been suspended or terminated, the City will not re-establish service unless it has received a signed copy of this Agreement.
- II **PLUMBING STANDARDS AND RESTRICTIONS:** The following unacceptable plumbing practices are prohibited:
- 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 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 than 80% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
 - E. No solder of flux, which contains more than .02% 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 Van Alstyne and the utility customer:
- 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 property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections shall be conducted by the City or its designated agent prior to initiating new water service when; there is a reason to believe that cross-connection or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspection shall be conducted during the City's normal business hours.
 - C. The City will notify the Customer in writing of any cross-connection or other unacceptable plumbing practices, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the City.
- IV **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 the agreement shall be billed to the customer.

Customer Signature

Date



NOTICE

Request for Confidentiality of Personal Information Maintained by the City of Van Alstyne Utilities Department

Personal information in your City of Van Alstyne Utilities Department customer account records (e.g., your address and telephone number) is 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 record 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 check the box below and return this form with your payment (*or in the separate envelope provided for that purpose*).

I request that my personal information maintained by the City of Van Alstyne Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

Print Name: _____ Signature: _____

Account Address: _____



Account # _____

**ACH AUTHORIZATION
(For Direct Draft)**

NEW DIRECT DRAFT

CANCEL DIRECT DRAFT

I (we) hereby authorize THE CITY OF VAN ALSTYNE to initiate entries to my checking/ savings accounts at the financial institution below and, in necessary, initiate adjustments of any transactions credited in error. This authority will remain in effect until THE CITY OF VAN ALSTYNE is notified by me in writing to cancel it in such time as to afford THE CITY OF VAN ALSTYNE and the financial institution a reasonable opportunity to act on it.

Name of Financial Institution: _____

Address of Financial Institution (Bank): _____

Checking/ Savings Account #: _____

Financial Institution Routing #: _____

Attach a VOIDED check for Checking Account Drafts. Attach a WITHDRAW Slip for Savings Account Drafts.



I understand that auto-draft will begin the billing period following the submittal of this form and that I will be responsible for ensuring my utility account is current.

Account Holder's Name (Print): _____

Utility Service Address: _____

Signature: _____ Date: _____



Deposit Refund Donation

As per the City of Van Alstyne Code of Ordinances, Chapter 44 “Utilities”, Article I, Section 44-10 “Application required for service” and Article VI, Section 44-252 “Refund of deposit”:

If, pursuant to Section 44-10, a customer has elected to donate the refund owned for utility services to the City’s Parks and Recreation Facilities and Programs, the City shall first apply any refund amount to the payment of indebtedness to the City for utility services. After such indebtedness, if any, is paid, any remaining funds, not to exceed twenty-five dollars (\$25.00) per account, shall be used by the City for the establishment, operation and support of public recreation facilities and programs.

Only if after payment of indebtedness to the City for utility services, a deposit refund is twenty-five dollars (\$25.00) or less, the City will retain said deposit refund for the establishment, operation and support of public recreation facilities and programs.

I elect to donate my refund owed for utility services, not to exceed twenty-five dollars (\$25.00), to the City of Van Alstyne’s Parks and Recreation Facilities and Programs.

Print Name: _____ Signature: _____

Account Address: _____

Account Number: _____