

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

Request for service connection on: \_\_\_\_\_

Location of service: \_\_\_\_\_

Name of Applicant/Customer: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Drivers License Number: \_\_\_\_\_ State: \_\_\_\_\_

Check All Applicable items:

Residential: \_\_\_\_\_ Commercial: \_\_\_\_\_ Owner: \_\_\_\_\_ Tenant: \_\_\_\_\_

The City of Van agrees to sell and deliver water to Applicant and Applicant agrees to purchase and receive water from the City of Van in accordance with the rules and regulations required. By Texas Natural Resource Conservation Commission and other rules and regulations required by the City of Van.

Water will be disinfected and measured by meter or meters which are furnished, installed, Owned, and maintained by City of Van. The meter and/or connection are for the sole use Of the Applicant/Customer to serve water to One (1) dwelling or business. The Applicant/ Customer shall not share, resell, or sub meter water to any other dwelling, business, Property, etc. without the specific written authorization of City of Van and in compliance with applicable laws and regulations. The City of Van has the right to locate a water service meter/connection and the pipe to Connect the meter to the City of Van water main on the property of Applicant/Customer at the point mutually agreeable to both the City of Van and the Applicant/Customer. The Applicant/Customer's premises for the limited purposes of reading the meter, repairing or replacing existing facilities and the inspection of the Applicant/Customer's facilities to check for illegal connections or unsafe plumbing practices or cross-connections , in compliance with the requirements of the Texas Natural Resource Conservation Commission's Rules and Regulations for Public Water Systems. The Applicant/Customer will install, at his own expense, a service line from the water meter/connection to the Applicant/Customer's point of use which includes a cutoff valve on the Applicant/Customer's side of the water meter/connection. The Applicant/Customer will be responsible for the maintenance and repair of the Applicant/Customer's service line. The Applicant /Customer shall hold the City of Van harmless from any and all claims or demands for damage to real or personal property occurring from the point the Applicant/Customer ties on the water meter/connection to the final destination of the lines installed by Applicant/Customer. The Applicant/Customer agrees to grant the City of Van an easement/ride-of-way for the purpose of installing, maintaining and operating such pipe lines, meters, valves and any other equipment which may be deemed necessary for the provision of City of Van service to the Applicant/Customer. The City of Van will attempt to restore the Applicant/Customer's property to its original condition after installation or repairs. This easement may be in such form as required by City of Van. The Applicant/Customer agrees not to interfere with City of Van employees in the discharge of their duties .The Applicant/Customer will not permit anyone except the City of Van employees to tamper with or interfere with any of the City of Van equipment installed on the Applicant/Customer's premises.

## OTHER AGREEMENTS OR REQUIREMENTS FOR SERVICE

- (1) All water bills are due by and payable by the 10th day of the month. If not paid by the 10th day of the month a 10% late fee will be assessed. To the account and will be subject to disconnection of service. The Reconnection Fees are (\$ 45.00) during business hours, (\$ 75.00) for after hours and (\$ 100.00) during holidays. All past due monies, late fees and reconnection fees must be paid in full before service is restored.
- (2) A deposit of (\$ 150.00) is required on all new Service Connections.
- (3) Upon termination of Service all deposits less any money owed will be refunded to the named Applicant/Customer listed on agreement.
- (4) There will be a (\$ 30.00) service charge for all transfers and temporary turn on or off of service.
- (5) The City of Van charges a(\$30.00) Return check fee on all bad checks. All checks not taken care of within (10) days of notification will be turned over to the Van Zandt County District Attorney's office for collection. After receiving two bad checks the City of Van may request all payments to be either by cash or money order, cashier's check only.

**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 meter system by an air-gap or an appropriate backflow 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 supply shall be eliminated at the service connection by the installation of an air-gap or 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 8.0% 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.

**SERVICE AGREEMENT: THE FOLLOWING TERMS ARE SERVICE AGREEMENT BETWEEN CITY OF VAN (WATER), CUSTOMER.**

- (A) The water system will maintain a copy of this agreement as long as the customer and/or the premises is connected to 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 service ; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after many changes to the private water distribution facilities. The inspections shall be conducted during normal business 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 Water System. Copies of all testing and maintenance records shall be provided to the Water System. If the Customer fails to comply with terms of service agreement, the Water system shall at its option , terminate service r 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.

BY SIGNING THIS SERVICE AGREEMENT THE APPLICANT/CUSTOMER AGREES  
TO PAY THE RATES AND ABIDE BY THE REQUIREMENTS SET FORTH IN AGREEMENT BY CITY OF VAN.

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

Applicant/Customer Signature: \_\_\_\_\_

Signature of City of Van Representative: \_\_\_\_\_

For office use only:

ACCOUNT # \_\_\_\_\_

METER # \_\_\_\_\_ METER MAKE \_\_\_\_\_

ROUTE # \_\_\_\_\_ SEQUENCE# \_\_\_\_\_ METER READING \_\_\_\_\_

Transfer to account# \_\_\_\_\_ Date \_\_\_\_\_

Transfer from account# \_\_\_\_\_ Date \_\_\_\_\_

Date of disconnection \_\_\_\_\_

Deposit \$ \_\_\_\_\_ Check # \_\_\_\_\_ Cash Money order cashier's chk

Receipt # \_\_\_\_\_

Deposit Applied to Account Date \_\_\_\_\_ Amount \$ \_\_\_\_\_

Refund Date \_\_\_\_\_ Amount \$ \_\_\_\_\_ Check # \_\_\_\_\_

MAIL FINAL BILL, REFUND, DEPOSIT TO: \_\_\_\_\_

**YOUR PRIVACY IS IMPORTANT**

Except provided by law, a government-operated utility may not disclose personal information in a customer's account record if the customer requests in writing that the government-operated utilities keep the information confidential.

This applies only to individual customers and not to corporations or businesses. After you request to keep your personal information confidential, the City of Van is still required by law to provide the information to certain people agencies, but it will keep your information private from open records requests. If you request confidentially, you may rescind your request by providing the City of Van written permission to disclose personal information at any time.

**INFORMATION REGARDING YOUR SOCIAL SECURITY NUMBER**

In accordance with HB 1130, effective September 1, 2005, the City of Van adopts the following Privacy policy related to the confidentiality of a Social Security Numbers (SSN). It is Policy of the City to protect the confidential nature of a (SSN) disclosed to the City in connection with the provision of City Services. Disclosure of a (SSN) is requested from an individual in connection with providing City Services .A (SSN) is not required to establish or obtain City Services. Further disclosure of an individual's (SSN) is governed by Public Information Act (Chapter 55 of the Texas Government Code) and other Applicable law.

A (SSN) is used only as necessary in connection with providing City Services, including but not limited to: (1) As a means of identifying an individual;(2) for internal verification or administrative purposes;(3) for debt collection purposes.

The City restricts access to a (SSN) to those City employees who need access in order to perform a specific job. City records are disposed of in accordance with the state and federal law, the provisions of the Local Government Code, and the administrative rules adopted under its authority.