



## Service Application & Agreement

### Service Agreement

**I. Purpose:** Montgomery County WCID#1 is responsible for protecting the water supply from contamination and 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 ensure quality protection. Montgomery County WCID#1 enforces these restrictions to ensure public health and welfare. Each customer must sign this document before Montgomery County WCID#1 will begin service. In addition, when service to an existing connection has been suspended or terminated, Montgomery County WCID#1 will not re-establish service unless it has a signed copy of this agreement on file.

**II. Plumbing Restrictions: The following undesirable plumbing practices are prohibited by the TCEQ**

- a. No direct connection between the public water supply and a potential source of contamination will be permitted. Potential sources of contamination shall be isolated from the public water supply by an air gap or a back-flow preventer.
- b. No cross contamination between the public water supply and a private water supply will be permitted. These potential threats to the public water supply shall be eliminated at the service connection by the installation of an air-gap or an approved reduced pressure zone backflow prevention device.
- c. No connection that allows water to be returned to the public water supply is permitted.
- d. No pipe or fitting that contains more than 8% lead may be used for the installation or repair of any plumbing at any connection which provides water for human use.
- e. No solder or Flux which contains more than .2% lead can be used for the installation or repair of any plumbing at any connection which provides water for human use.

**III. Service Agreement** The following are the terms of the service agreement between Montgomery County WCID#1 and (Customer).

- a) Montgomery County WCID#1 will maintain a copy of this agreement as long as the customer or premises is connected to the public water supply.
- b) The customer will allow their property to be inspected for possible cross contamination and other undesirable plumbing practices. These inspections will be conducted by District personnel or a designated agent prior to initiating service and periodically thereafter. These inspections will be conducted during normal business hours.
- c) The District will notify the customer in writing of any cross connection or other undesirable plumbing practice which has been identified during the initial inspection or periodic re-inspection.
- d) The Customer shall immediately correct any undesirable plumbing practice on his/her premises at their own expense.
- e) The Customer shall, at their expense, properly install, test and maintain any backflow prevention device required by the district. Copies of all testing and maintenance shall be provided to the district.

**IV. ENFORCEMENT** -If the customer fails to comply with the terms of the following agreement, Montgomery County wcid#1 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 will be billed to the customer

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

Signature \_\_\_\_\_

Received by \_\_\_\_\_

Date \_\_\_\_\_

Account No. \_\_\_\_\_



## Utility Service Application

Type of Account      Residential      Commercial

Name of Applicant or Business \_\_\_\_\_

Person Responsible for payment \_\_\_\_\_

Service Address \_\_\_\_\_

Cell Phone (If Applicable) \_\_\_\_\_ Home Phone (If Applicable) \_\_\_\_\_

Email Address: \_\_\_\_\_

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

If Property Is Leased Please List Owners Name and Address \_\_\_\_\_

### Applicant Information

DL or ID # \_\_\_\_\_ State \_\_\_\_\_

Previous Address \_\_\_\_\_

### Co-Signer Applicant Information (If Applicable)

DL or ID # \_\_\_\_\_ State \_\_\_\_\_

Previous Address \_\_\_\_\_

Date Services Should Begin \_\_\_\_\_

By Signing below, I hereby Request and Authorize Montgomery County WCID#1 and / or an agent of Montgomery County WCID1 to begin service at the Address listed above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

For Office Use Only

Account No. \_\_\_\_\_ Route No. \_\_\_\_\_ Deposit \_\_\_\_\_

Last Meter Reading \_\_\_\_\_ Date \_\_\_\_\_

Completed by \_\_\_\_\_



**Please Read the Following Terms and Policies Carefully**

**GENERAL POLICIES**

I (the customer) Request Water and Sewage service for the address listed on the customer application above. I acknowledge that I am responsible for all charges incurred thereof on a monthly basis until I request discontinuance of service and a final bill has been paid in full. It is further understood that limited Solid Waste disposal are associated in these charges and cannot be removed.

I agree (1.) The District shall not be held liable for damages of any kind resulting from water or the use of water at the above premise, unless such damage results DIRECTLY from negligence of the Water District. (2.) The district shall not be responsible for damage done by or resulting from any defect in the piping, fixtures, or appliance on the above premises. (3.) To Maintain in serviceable condition all sewer lines within the boundaries of the applicants premises and (4) the District shall not be held liable for any damage or injury arising from interruption, inadequacy or non-availability of water or sewer service.

I understand (1.) The Bills will be figured in accordance with the districts established rate Schedule. (2) the Bills are due and payable upon receipt. (3) The Bills must be paid by the 17<sup>th</sup> of the billing month to avoid penalties or late fees being assessed to the account.

Montgomery County WCID#1 has installed electronic meters also known as smart meters. Some of the information retrieved from these meters include Meter readings as well as leak and backflow detection. Tampering with a water meter is considered a Federal offense. In the event a meter is tampered with in anyway, the customer who has made the application for a water service will be considered the responsible party for the water meter, as described in the notice below as well as in the districts Rate Order.

**Notice of Rules & Penalties**

Any Person who violates any provision of the Montgomery County WCID No 1 (the "District") rate order that follows shall be subject to a civil penalty in the maximum amount of \$200 for each act of violation and for each day of violation.

- A. No person shall make or cause to be made a connection to the Districts Waterworks, sanitary sewer, and/or drainage system which is not authorized under the terms of the Districts Rate order, plumbing code, or a duly authorized representative of the Districts properly empowered to authorize a connection to the Districts system.
- B. No person other than a duly authorized representative, agent or contractor of the district may tamper with, remove, alter any water meter box or meter connected to or appertaining to the Districts utility system nor shall any such unauthorized person act in any manner which might adversely impact or impair the District's ability to read a meter and / or meter water usage within the district
- C. No Person shall appropriate or use or cause to be used water from the Districts system unless such water usage is metered for the District or unless otherwise authorized by the District.
- D. No Person shall enter upon District Property where sanitary sewer lift station facilities or water plant facilities are located unless authorized or invited to do so by the District.

A complete text of the foregoing rules and the District's full rate order are on file at the principal office of the district at 25611 Spreading Oaks Lane, Spring TX 77380. The breach of forgoing rules will subject the violator to a penalty in the maximum amount as described above and is in addition to any actual cost to the District occasioned by action (s) of the violator.

Signed \_\_\_\_\_ Date \_\_\_\_\_



## Black Board Connect

Montgomery County WCID#1 Uses Blackboard Mass communication software to communicate with residents and businesses serviced by the District. By completing the form below, you hereby Authorize Montgomery County WCID#1 to communicate with you (The Applicant) for all required alerts and any selected subscription alerts. (To opt out of subscription Alerts email [admin@wcid1tx.org](mailto:admin@wcid1tx.org) and we will remove you within 7 business days.)

Name \_\_\_\_\_

Cell Number \_\_\_\_\_

Home Number \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

Account \_\_\_\_\_

### Required Alerts:

District Related Emergency Communication

Late Payment Reminder

Cut Off Notice

### Subscription Alerts

- Consumer Quality Bulletin
- Board of Directors Meeting Agendas
- District Newsletter (Email Only)

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_



### Confidentiality Agreement

As a Customer of Montgomery County WCID#1 your account record is generally considered public information under Texas Government Code, Chapter 552 (Public Information Act). However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information, or any information relating to the volume of or units of utility usage or the amounts billed to or collected from a customer for utility usage, if the customer request that the government-operated utility keep the information confidential.\* This form enables you to request confidentiality of certain information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your information, please check the boxes below and return this form with your payment.

A government-operated utility may disclose information related to the customer's volume or units of utility usage or amounts billed to or collected from the customer for utility usage if the primary source of water for such utility is a sole-source designated aquifer. 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, political subdivision of the state, or the United States acting in an official capacity; (2) an employee of the 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 personnel information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

I Request that personal information (Address, Telephone No., ID Number DL Number) in my account record maintained by Montgomery county WCID#1 be kept confidential under the Texas Utilities Code, Chapter 182

I Request that any information relating to the volume or units of utility usage or the amounts billed to or collected from me for the utility usage maintained by Montgomery County WCID#1 be kept Confidential under the Texas Utilities code, Chapter 182

Customer Name \_\_\_\_\_ Account No. \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_