



CITY OF SPRING VALLEY VILLAGE, TEXAS
APPLICATION FOR UTILITY SERVICE

IF THE APPLICANT OR ADDRESS HAS AN OUTSTANDING BALANCE, UTILITY SERVICE WILL NOT BE PROVIDED

A \$250.00 deposit and proof of identification must be submitted with the application.

Please print or type

Service start date: \_\_\_\_\_

Service address: \_\_\_\_\_

Type of property: House Apartment Commercial Builder Out of District Water
Sprinkler / Irrigation System (Backflow test required)

Applicant's Name: \_\_\_\_\_

Billing Address (if different than Service Address): \_\_\_\_\_

Phone Number: \_\_\_\_\_

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

Check here if you would like to receive paperless statements.

Applicant's Employer: \_\_\_\_\_ Employer's Phone Number: \_\_\_\_\_

Co-Applicant's Name: \_\_\_\_\_

Co-Applicant's Employer: \_\_\_\_\_ Employer's Phone Number: \_\_\_\_\_

If the Applicant and/or Co-Applicant currently have a utility service account with the City of Spring Valley, please list the address(s) below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Check One: Owner Tenant

Landlord's Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Landlord's Address: \_\_\_\_\_

My signature below affirms, to the best of my ability, that the information listed above is true and complete. I further understand that I am responsible for the payment of all water, sewer and garbage service charges for the service address listed above.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CITY OF SPRING VALLEY VILLAGE  
CONFIDENTIALITY NOTICE**

The State of Texas legislature passed HB 859 relating to the confidentiality of certain information of the customers of a government-operated utility (such as The City of Spring Valley Village). Personal information includes a customer's name, address, phone number, social security number, etc. The law provides that a government-operated utility may not disclose personal information contained in a customer's utility account records if the customer requests that The City of Spring Valley Village keep the information confidential. The customer may request confidentiality by delivering to the City a written request to keep their personal information contained in the utility account confidential. Otherwise, a customer's personal information will not be considered confidential.

However, even though the customer may request their personal information remain confidential, the statute does **NOT** prohibit a government-operated utility from disclosing personal information in a customer's account records to:

- 1) An official or employee of the state, a political subdivision of the state, or the federal government acting in an official capacity;
- 2) An employee of a utility acting in connection with employee's duties;
- 3) A consumer reporting agency;
- 4) A contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government;
- 5) A person for whom the customer has contractually waived confidentiality for personal information;
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

As a utility customer of The City of Spring Valley Village, you have the right to request confidentiality of personal information contained in your utility account, such as name, address, and telephone number. If you do not specify your intent to keep your personal information confidential, this information will be subject to the open records provisions.

**Please indicate your preference by marking an "X" in the appropriate box below.**

\_\_\_\_\_ I desire for personal information on my utility account to be confidential, unless specifically exempted by the state statute.

\_\_\_\_\_ I do not desire for personal information on my utility account to be confidential, thus causing this information to be subject to the open records provisions.

Print name: \_\_\_\_\_

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

This request may be rescinded only upon written permission of the utility customer whose signature appears above.

# CUSTOMER SERVICE AGREEMENT

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

- I. **PURPOSE.** The City of Spring Valley Village 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 public health and welfare. Each retail customer must sign this agreement before The City of Spring Valley Village 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.
  
- II. **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 back flow 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 back flow 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 0.2 percent 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 Spring Valley Village and \_\_\_\_\_, (the Customer)
  - A. The City of Spring Valley Village 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 their 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 contaminations hazards exist; or after any major changed to the private water distribution facilities. The inspections shall be conducted during The City of Spring Valley Village's normal business hours.
  - C. The City of Spring Valley Village 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 their premises.
  - E. The Customer shall, at their expense, properly install, test, and maintain any back flow prevention device required by The City of Spring Valley Village. Copies of all testing and maintenance records shall be provided to The City of Spring Valley Village.
  
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, The City of Spring Valley Village shall, at its option, either 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 this agreement shall be billed to the Customer.

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

**\*For the purpose of this agreement, the customer is the account holder.**



EST. 1955

# SPRING VALLEY V I L L A G E

Service Account Number: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

**A voided check MUST be attached with this request for processing.**

I, \_\_\_\_\_, do hereby authorize the City of Spring Valley Village to make a monthly draft from my checking account for the purpose of paying my utility bill.

**I understand and acknowledge the following:**

\_\_\_\_\_ The amount drafted will not be the same every month

\_\_\_\_\_ The amount will draft on ***the last working day of the month***

\_\_\_\_\_ Should my draft be returned by my bank, I am subject to a 'return check' fee in the amount of \$35.00 and my account will be taken off the Auto Draft

\_\_\_\_\_ You will still receive your monthly Utility Bill, but the words "PD BY DRAFT" will appear on the 'amount after due date' box

\_\_\_\_\_ You ***will not*** receive a notification, from us, when the amount is drafted

\_\_\_\_\_ Should my bank information change, I am responsible for updating it with The City, otherwise I am subject to the \$35, 'return check' fee, should my draft be returned

\_\_\_\_\_  
Name of Financial Institution & Routing Number

\_\_\_\_\_  
Checking Account Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **GARBAGE, RUBBISH & RECYCLING COLLECTION**

If you have any questions, please contact Green For Life Environmental at 281-368-8397.

Green For Life Environmental (GFL; previously WCA) is your residential garbage and recycling contractor. Beginning January 1<sup>st</sup>, 2022, you will be billed a monthly rate of \$20.19.

Listed below are the services that will be provided:

*A trash can and recycling bin will be provided by GFL*

1. **Garbage Materials Pickup** – Tuesday and Friday - 7:00 a.m. until 7:00 p.m.  
Household garbage materials will be picked up, but not including building materials or other materials or substances that a household does not normally or regularly produce within the premises from normal day to day home life. The service provided is curbside pickup which includes garbage placed in cans or bags. Garbage **must** be placed inside the garbage bin otherwise it will be picked up during “*Bulky Trash Pickup*”. When a holiday falls on a regular garbage pickup day; garbage service will be provided the day prior or after the holiday.
2. **Holidays:** New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.
3. **Recyclable Materials Pickup** – Friday - 7:00 a.m. until 7:00 p.m.  
Recyclable materials (not including yard waste) **must** be placed inside the recycle bin(s). Recyclable materials placed outside of recycle bin(s) will be picked up during “*Bulky Trash Pickup*”.
4. **Special (Bulky) Trash Pickup** – Tuesday and Friday – 7:00 a.m. until 7:00 p.m.  
Pickup will be for the purpose of collecting bulky items. Bulky items are items other than household garbage or rubbish, such as lumber, limbs, small furniture, etc. Items (such as bags or cardboard) not placed inside either the trash or recycling bins will be picked up during this time. No item may weigh more than seventy-five (75) pounds or be more than four feet and its longest dimension. Loose items must be placed in bags or garbage cans. Lumber and limbs must be bundled and tied securely and not exceed the above dimensions. The maximum number of items that will be picked up is twenty-five (25). The customer may call GFL (281-368-8397) to make arrangements for pickup of special items that are heavier or larger than bulky items and cannot be handled by a regular crew or truck. Cost for such service shall be negotiated between the resident and GFL and is paid directly by the resident to GFL.
5. **Recyclable Items (Next Page):**

# CURBSIDE RECYCLING GUIDELINES



**Newspaper**  
Remove bags, strings  
and rubber bands



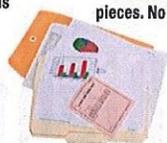
**Cardboard & Paper Bags**  
Flatten cardboard & cut into  
pieces. No wax coated cardboard



**Magazines & Catalogs**  
Any size magazine



**Junk Mail**  
Envelopes, flyers, brochures,  
postcards etc.



**Office Paper**  
All types and sizes



**Phone Books**  
All types and sizes



**Paperboard**  
No wax coated paperboard

## YES

- Clean pizza boxes
- Clean garden plastics
- Flatten cardboard boxes
- Empty and rinse containers
- Leave caps on plastic bottles
- OK to leave staples, clips, labels, stamps, spiral bindings and metal fasteners on paper products



**\*Plastic Jugs/Bottles**  
(#1 & #2)



**\*Household Plastic**  
(#3-#7)  
Empty containers only



**Paper Milk or Juice  
Cartons**  
Empty cartons only



**Pots & Pans**  
Kitchen cookware



**\*Aluminum Cans**  
Empty cans only



**\*Steel & Tin  
Cans**  
Empty cans  
only



**\*Clear and Colored  
Glass**  
Empty containers  
only

## NO

- Plastic bags
- Foam containers or products (Styrofoam)
- Wire hangers
- Window panes, mirrors, ceramics & Pyrex dishware
- Organic material and food waste
- Electronic waste (batteries, cell phones, computers, etc.)
- Paint, pesticides, oil & cleaners
- Waxed cardboard
- Needles or syringes
- Hazardous waste

