



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: _____

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 the 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; or
- (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 a 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 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 the 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 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 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 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 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 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 reinspection.
- 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 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 backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____ DATE: _____

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