

SOUTH GRAYSON SPECIAL UTILITY DISTRICT SERVICE APPLICATION AND AGREEMENT

Please Print:

APPLICANT'S NAME _____

CO-APPLICANT'S NAME _____

CURRENT BILLING ADDRESS:

FUTURE BILLING ADDRESS:

PHONE NUMBER - Home (____) ____ - _____ Work (____) ____ - _____

EMAIL: _____

ADDRESS AT WHICH APPLICANT REQUESTS SERVICE:

ACREAGE _____ **HOUSEHOLD SIZE(SQFT)** _____

NUMBER IN FAMILY _____ **LIVESTOCK** & NUMBER _____

SPECIAL SERVICE NEEDS OF APPLICANT

NOTE: FORM MUST BE COMPLETED BY APPLICANT ONLY.

Office Use Only

Cost: \$ _____ Deposit No. _____

Account No. _____ Location No. _____

Meter No.: _____ Radio ID No.: _____

Sequence No. _____ Route No. _____ Date Meter Installed: _____

The District shall sell and deliver water service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the District in accordance with the Service Policies of the District, as amended from time to time by the Board of Directors of the District. Upon compliance with said Policies, including payment of a deposit, the Applicant shall become eligible to receive service.

The Applicant shall pay the District for service hereunder as determined by the District's Service Policies and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Applicant acknowledges receipt hereof by execution of this Agreement. A copy of this Agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to discontinue, terminate or suspend the service to any customer not complying with any policy or not paying any utility rates, fees or charges as required by the District's published Service Policies. At any time service is discontinued, terminated or suspended, the District shall not re-establish service unless it has a current, signed copy of this agreement.

All water shall be metered by meters to be furnished and installed by the District. The meter connection is for the sole use of the customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or submeter water to any other persons, dwellings, businesses, or property, etc., is prohibited. **SIGNATURE:** _____.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Applicant's property at a point to be chosen by the District, and shall have access to its meter and equipment located upon Applicant's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service the District shall have the right to remove any of its equipment from the Applicant's property. The Applicant shall install, at their own expense, any necessary service lines from the District's facilities and equipment to the point of applicant's use, including any customer service isolation valves, backflow prevention devices, pressure regulators, clean-outs, and other equipment as may be specified by the District. The District shall also have access to the Applicant's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations relating to the federal Safe Drinking Water Act or Chapter 341 of the Texas Health & Safety Code or the District's Service Policies.

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This service agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. The following undesirable 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 airgap or an appropriate backflow prevention assembly in accordance with state regulations.
- 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 proper installation of an airgap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.
- c. No connection which allows condensing, cooling, or industrial process 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 on or after July 1, 1988, at any connection which provides water for human consumption.
- e. No solder or flux which contains more than 0.2 % lead may be used for the installation or repair plumbing on or after July 1, 1988, at any connection which provides water for human consumption.

The District shall maintain a copy of this agreement as long as the Applicant and/or premises are connected to the public water system. The Applicant shall allow their property to be inspected for possible cross-connections, potential contamination hazards, and illegal lead materials. These inspections shall be conducted by the District or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the District's normal business hours, except in emergencies.

The District shall notify the Applicant in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Applicant shall immediately correct any undesirable practice on their premises. The Applicant shall, at their expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District as required. **SIGNATURE: _____.**

Failure to comply with the terms of this service agreement shall cause the District to 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 Applicant.

In the event the total water supply is insufficient to meet the service needs of all of the District's customers, or in the event there is a shortage of water, the District may initiate the Emergency Rationing Program as specified in the District's Service Policies. By execution of this Agreement, the Applicant hereby agrees to comply with the terms of said program.

By execution hereof, the Applicant shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other customers/users of the District, normal failures of the system, or other events beyond the District's control.

The Applicant shall grant to the District permanent recorded easement(s) dedicated to the District for the purpose of providing reasonable rights of access and use to allow the District to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the District's purposes in providing system-wide service for existing or future customers.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement by said Applicant shall justify discontinuance, termination or suspension of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the four pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Service Policies.

Witnesseth

Applicant

Approved and Accepted

Date Approved

1. DEPOSIT:

A one-time fee of \$200.00 shall be charged for each service location.

2. INSTALLATION CHARGE:

A \$5,800.00 Fee shall be charged for each new meter installation. This fee is NON-REFUNDABLE.

3. EXTRA EXPENSES:

The customer must pay for extra expenses for meter hook-up, such as crossing a road or extra pipeline from the South Grayson Main Line, etc. The charge to install any meter that is transferred from one location to another is \$400.00. (These fees are NON-REFUNDABLE.)

4. MONTHLY CHARGES:

All customers of the South Grayson Special Utility District will pay at least the monthly minimum charge which is \$35.00. This applies to all customers whether the meter is in service or not. If the minimum charge is not paid each month, the amount will be subtracted from the original deposit. When the amount of the deposit is depleted, the service will be discontinued.

5. REACTIVATION OF SERVICE:

To reactivate a service connection that has been voluntarily or involuntarily turned back to SGSUD, there will be a fee of \$200.00 for deposit and a fee of \$400.00 to reinstate and update the service connection.

6. DUE DATE & LATE FEE'S:

Payment of SGSUD's monthly bill is due on the 10th of every month. We mail out bills on the 26th of every month. If you do not receive them by the 3rd you need to call our office at (903) 482-6231. There will be a 10% late fee added to the bills after the 10th of the month. Once assessed, these fees will not be reversed. If payment is not received by the 20th day of the month, service will be locked and discontinued. No late notices will be sent. A \$45.00 reconnect fee, plus full payment of the overall bill must be paid before the meter can be reconnected.

7. PAYMENT TYPE:

We accept Cash, Checks, Auto Bank Draft, E-checks, and Credit / Debit cards. (Draft, Credit / Debit cards only acceptable with monthly payments)

8. ONLINE PORTAL:

South Grayson SUD now offers a new online web portal for customers to access their accounts online and to pay their bills online. To access your account online go to southgraysonwater.org and click the link to sign up for the web portal.

9. LEAKS ON CUSTOMER'S SIDE:

Large bills, due to leak on the customer's side of the meter must be paid in full as any monthly bill.

10. CUSTOMER FORMS:

The following forms can be found online at www.southgraysonwater.org under **Forms & Reports:**

Bank Draft Authorization

Owner/Renter Agreement (Alternate Billing Agreement Form)

Bank Draft Discontinuance Form

E-Bill Authorization Form

Signature: _____ Date: _____