



# CITY OF BLUE RIDGE UTILITY SERVICE APPLICATION

DATE OF DEPOSIT: \_\_\_/\_\_\_/\_\_\_ AMOUNT: \$ 250.00 ACCOUNT: \_\_\_\_\_

*To be completed by City of Blue Ridge Personnel*

APPLICANTS NAME: \_\_\_\_\_

(DEPOSIT WILL BE REFUNDED TO APPLICANT(S))

### PERSONS AUTHORIZED TO ACCESS ACCOUNT INFORMATION:

DOB: \_\_\_/\_\_\_/\_\_\_ ID TYPE \_\_\_\_\_ ID# \_\_\_\_\_

SS# \_\_\_\_\_ - \_\_\_\_\_ # IN HOUSEHOLD \_\_\_\_\_ # OF TRASH TOTES \_\_\_\_\_

SERVICE START DATE \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PHONE #(S): \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_

NAME

PHONE #

TYPE OF SERVICE (CIRCLE ONE): RESIDENTIAL    COMMERCIAL    TEMPORARY

TYPE OF OWNERSHIP (CIRCLE ONE): RENTAL/LEASE    OWNER

PROPERTY OWNERS NAME: \_\_\_\_\_

SPECIAL SERVICE NEEDS: \_\_\_\_\_

DO YOU WANT YOUR INFORMATION RESTRICTED FROM PUBLIC USE:     YES     NO

THE INFORMATION GIVEN ABOVE IS TRUE AND CORRECT

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

*Water Charge Sheet Received and Reviewed by Customer:*

Customer Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Entered By: \_\_\_\_\_ Date: \_\_\_\_\_

Meter#: \_\_\_\_\_

Figure: 30 TAC§290.47(b)

### SERVICE AGREEMENT

- I. **PURPOSE.** The City of Blue Ridge is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Blue Ridge will begin service. In addition, when service to an existing 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% 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 Blue Ridge (the Water System) and \_\_\_\_\_ (Print Name).
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are 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 Water System's 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 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 Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System 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.
- V. **ADMINISTRATION FEE.** I understand and agree the Administration Fee in the amount of \$ 50.00 will not be refunded to me at the time I discontinue service with the City of Blue Ridge.

CUSTOMER'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## Water Billing Agreement

1. WATER BILLS ARE DUE ON THE 10<sup>TH</sup> OF EACH MONTH. LATE FEES WILL BE ADDED IF BILLS ARE NOT PAID BY 5 PM ON THE 15<sup>TH</sup> OF EACH MONTH. IF LATE BILLS ARE NOT PAID ON THE 20<sup>TH</sup> OF EACH MONTH, THE WATER DISCONNECTIONS WILL BE DONE ON THE 21<sup>ST</sup> OF EACH MONTH UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE, THIS SERVES AS YOUR 10 DAY DISCONNECT NOTICE. NO LATE NOTICES WILL BE SENT OUT.

2. IN ORDER FOR UTILITY SERVICES TO BE RESTORED, RESIDENTS WILL NEED TO PAY THE PAST DUE BALANCE WHICH INCLUDES THE WATER BILL, LATES FEES, A \$50 DISCONNECT AND \$26.50 ADMINISTRATION FEE.

3. UTILITY SERVICE WILL ONLY BE RESTORED DURING REGULAR BUISNESS HOURS 8:00AM to NOON OR 1:00PM-3:45 PM MONDAY THRU FRIDAY. IF PAID AFTER 3:45PM SERVICES WILL BE RESTORED THE NEXT BUSINESS DAY. ANY QUESTIONS, YOU MAY REACH BLUE RIDGE CITY HALL @ 972-752-5791. "NO AFTER HOURS RE-CONNECTIONS. NO EXCEPTIONS."

4. IF YOUR ACCOUNT STAYS DISCONNECTED FOR 10 DAYS THEN YOUR ACCOUNT WILL BE CLOSED AND THE DEPOSIT APPLIED TO HELP TO COVER SOME OR ALL OF THE ACCOUNT BALANCE.

IN ORDER TO RESTART SERVICES, THE ACCOUNT BALANCE PLUS A NEW WATER DEPOSIT WILL HAVE TO BE PAID, NO EXCEPTIONS.

5. IF YOU DO NOT RECEIVE YOUR BILL BY THE **FIRST DAY** OF THE MONTH, PLEASE CONTACT OUR OFFICE AND ASK ABOUT YOUR BALANCE. **FAILURE TO RECEIVE A BILL DOES NOT WAIVE LATE FEES OR DISCONNECT AND ADMINISTRATION FEES.**

THE CITY OF BLUE RIDGE IS NOT RESPONSIBLE FOR THE U.S. POSTAL SERVICE, AND IF PAYMENT IS MAILED BUT NOT RECEIVED BEFOR THE DUE DATE/CUT OFF DATE, LATE, DISCONNECTS AND ADMINISTRATION FEES ARE NOT WAIVED. THIS DOES NOT REMOVE YOUR RESPONSIBILITY TO PAY ON TIME.

STATEMENTS ARE DONE ON THE 25<sup>TH</sup> OF EACH MONTH UNLESS THAT FALLS ON A HOLIDAY OR WEEKEND, THEN WILL BE DONE ON THE NEXT BUSINESS DAY. RETURN CHECKS MUST BE PAID BY CASH OR WITH A CREDIT CARD AND WILL ACCRUE A \$46 RETURN CHECK FEE.

Signature\_\_\_\_\_

Date\_\_\_\_\_