

**SERVICE AGREEMENT**

**I. Purpose. BIG SKY MUD**

Is responsible for protecting the drinking water supply from contamination or 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 provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before service will begin. 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. Plumbing Restrictions.** The following undesirable plumbing practices are Prohibited by State regulations.

- A. No direct 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.
- 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 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 0.25% 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 BIG SKY MUD (the "Water System") and \_\_\_\_\_ (the "Customer").

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or premises are connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating service and periodically thereafter. 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 undesirable plumbing practice which has been identified during the initial inspection or the periodic inspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on 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.

**Name:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

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

**Hm Phone:** \_\_\_\_\_ **Wk Phone:** \_\_\_\_\_

**Dr Lic #:** \_\_\_\_\_

**Spouse Name:** \_\_\_\_\_

**Sp Dr Lic #:** \_\_\_\_\_

**Service Start Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Confidentiality Agreement**

**NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION**

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated Municipal Utility District may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

**Authorization to Disclose Customer Information**

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: \_\_\_\_\_  
Signature

\_\_\_\_\_ Date

\_\_\_\_\_  
Printed Name and Address