

## SERVICE AGREEMENT

### **I. Purpose.** KC MUD 11

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 that 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 KC MUD 11 (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: \_\_\_\_\_

Dear Customer:

Your utility district has had a policy of keeping customer information confidential when possible. Utility districts are political subdivisions of the State of Texas and under the Open Records Act, must open all of our records to anyone who asks to review them. The Texas Legislature has limited the availability of customer information through House Bill No. 859. This bill states that customers of the District have the right to request confidentiality of their names, addresses, telephone numbers and social security numbers as part of the District's account records.

If you wish your personal information be kept confidential, please indicate below and return this form in the return envelope that has been provided for your convenience. If you do not return this form, your personal data will continue to be subject to scrutiny under the Open Records Act.

\_\_\_\_\_ Yes, I would like my personal data to be kept confidential.

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

\_\_\_\_\_

Printed Name: \_\_\_\_\_

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

\_\_\_\_\_