



TOWN OF SUNNYVALE APPLICATION FOR WATER SERVICE

Today's Date: _____

Service Start Date: _____

Residential Commercial

Own Lease

Service Address: _____

Applicant Name: _____

Co-Applicant Name: _____

Driver's License # (Include State): _____

Driver's License # (Include State): _____

Home #: _____ Cell: _____ Alt: _____ Email: _____

Billing Address (If Different): _____

Emergency Contact: _____ Phone: _____

Recycle Bin Requested (Free)

Lease Only

Property Owner: _____ Home #: _____ Cell: _____ Email: _____

Commercial Only

Applicant Name: _____ Position with Company: _____

Type of Business: _____

Billing Contact: _____ Phone: _____

Emergency Contact: _____ Phone: _____

The Water Department is a Town-owned and operated utility; therefore, your water bill is considered public record under the Texas Public Information Act. However, a state law allows residential water customers to request that personal information and any information relating to water usage, billing amounts and payment records be kept confidential. I request my information be kept confidential.

Automatic Bank Draft

I have given authority to the Town of Sunnyvale providing services to the account(s) listed to draw drafts against my account in payment for my utility bills, I authorize such drafts to be drawn and presented for payment until authority is revoked. Should I close my account, I understand my final bill will be drafted. Please attach a voided check from the account you wish to have drafted to pay for your monthly utility bill.

Bank Name: _____ Routing #: _____ Acct. # _____

The undersigned hereby applies to the Town of Sunnyvale, Texas for Water Service initially at the address indicated hereon. In consideration of the furnishing by said Town of Sunnyvale of such service the undersigned hereby agrees to observe all the applicable rules and regulations pertaining to such service, and to pay the stipulated water rates, and reserving to the Town the right to enforce and collect all rates and charges in the manner provided for by ordinance and to change rates in the manner provided for by ordinance and to change rates and temporarily discontinue the service without notice to the consumer. Further that the Town shall not be responsible for damage by water resulting from defective plumbing, broken or faulty services or water mains, or resulting from any condition of the water itself or any substance that may be mixed with or be in the water as delivered to the undersigned.

Applicant Signature _____

Co-Applicant Signature _____

Office Use Only

Account No: _____ Deposit: _____ Rec'd By: _____ Inspections Completed: Yes N/A

Meter #: _____ Meter #: _____ Meter #: _____ Meter #: _____

SERVICE AGREEMENT

I. PURPOSE, The **Town of Sunnyvale** 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 **Town of Sunnyvale** 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 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 **TOWN OF SUNNYVALE** and **THE CUSTOMER**.

A. The Town of Sunnyvale 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 Town of Sunnyvale 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 Town of Sunnyvale normal business hours.

C. The Town of Sunnyvale 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 re-inspection.

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 Town of Sunnyvale. Copies of all testing and maintenance records shall be provided to the Town of Sunnyvale.

IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the Town of Sunnyvale shall, at its option, either, terminate service or properly install, test, and maintain a 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: _____

NOTICE

Request for Disclosure of Information Maintained by the Town of Sunnyvale Utilities Department

Information in your Town of Sunnyvale Utilities Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, is generally considered confidential and not releasable to the public.¹ However, you may choose to disclose this information and release it to the public if the Town were to receive a public information request.

This form enables you to request disclosure of your account information under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below and return this form. **Under no circumstances will the Town release debit or credit card information.**

Release of Information:

Customer Name: _____ Account Number: _____

- I authorize the Town of Sunnyvale Utilities Department to disclose:
- my personal information and/or
 - information regarding my usage, services and billing, including amounts billed or collected for utility usage to:
Name: _____
Address: _____
Driver's License No.: _____

- I authorize the Town of Sunnyvale Utilities Department to release my account information to the public upon written request by any member of the public.

You may rescind your request for disclosure by providing the Town of Sunnyvale Utilities Department with written notice.

Signature: _____

Printed Name: _____

Date: _____

¹ See Texas Government Code, Chapter 552 (Public Information Act) and Texas Utilities Code, Chapter 182 (Rights of Utilities Customers). Confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States 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, the state, a political subdivision of the state, or the United States; (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.