

City of Muleshoe
215 S. 1st Street * Muleshoe, Tx. 79347 * (806)272-4528

Application for Water, Sewer and Garbage Services

Today's Date _____

Name: _____
(Last, First, Middle)

Date of Birth: _____

State/Driver's License Number: _____

Social Security Number: _____

Name of Spouse: _____
(or other adult living in the home)

Spouse Date of Birth: _____

Spouse State/Driver's License Number: _____

Spouse Social Security Number: _____

New Service Address: _____

Previous Address: _____
(including City, State and zip)

Phone Number: _____

_____ I request the City of Muleshoe to maintain the confidentiality of my personal information.

(signature)

(date)

**Privacy Policy
Disclosure of Social Security Numbers**

IN ACCORDANCE with HB1130 Privacy Act; the City of Muleshoe hereby adopts this policy to secure personal information which pertains to the disclosure, containment, access and disposal of social security number(s) when applying for utility service(s).

Personal information, such as social security numbers, are requested at the time of utility applications and held in secure areas within the City of Muleshoe.

Personal information is used only to identify customers for their protection and for future collection purposes. This confidentiality does not affect the ability of the utility to release such information to other governmental agencies for official purposes, to consumer reporting agencies, or to another entity providing utility service.

All personal information is collected for this purpose and contained behind locked facilities and accessible to authorized City of Muleshoe employees only.

Personal information is destroyed according to the adopted Records Retention Policy Ordinance No. 313A following the proper retention periods after the expiration of the utility application.

The City of Muleshoe is a member of the Texas Revenue Recovery Association!

The Texas Revenue Recovery Association (TRRA) is a collection of cities and other public entities operating under the authority of the Interlocal Cooperation Act (Chapter 791, Government Code) to assist one another in the collection of delinquent utility accounts. If a customer has left another city with an unpaid utility bill, the new city providing service has the authority to discontinue services until the utility bill from the previous city is paid in full. Cities and public entities within the State of Texas now have a quick and reliable process of determining delinquent utility accounts. Member cities of the TRRA will continually check the TRRA's database for customers who have not paid their utility bills. The TRRA was established to help keep utility bills as low as possible.

SERVICE AGREEMENT

- I. PURPOSE.** The CITY OF MULESHOE 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 the CITY OF MULESHOE will begin service. In addition, when service to an existing connection has been suspended or terminated, the city will not reestablish service unless it has a signed copy of this agreement.
- II. PLUMBING RESTRICTIONS.** The following unacceptable plumbing 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 connection which allows water to be returned to the public drinking water supply is permitted.
 - C. 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.
 - D. No solder or flux which contains more than 0.2 percent 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 MULESHOE (the City) and _____ (the Customer).
- A. The City will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the City.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the City or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the City's normal business hours.
 - C. The City shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the City.
 - F. The Customer shall pay, by the 12th of the month, any and all charges for services delivered under this Agreement as billed by the City. If not paid by the 12th a 10% penalty will be assessed. If charges are still not paid on or about the 20th of the month, water services will be disconnected until such amount has been paid.
- IV. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City shall, at its option, 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.

CUSTOMER'S SIGNATURE: _____

DATE: _____