



# CITY OF HORSESHOE BAY

## APPLICATION FOR UTILITY SERVICES

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

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

Service Street Address:

\_\_\_\_\_

City/State/Zip: \_\_\_\_\_ Email Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Cell Home Work Alt. Phone: \_\_\_\_\_ Cell Home Work

Would you like the City to provide you Tornado Warning & Boil Water notices?  Yes  No *Check all you desire*  Text  Home Phone  Email  Work Phone

Cell Phone Provider: \_\_\_\_\_ Home Phone Provider: \_\_\_\_\_

Pool? Yes \_\_\_\_\_ No \_\_\_\_\_ Sprinkler System? Yes \_\_\_\_\_ No \_\_\_\_\_ Owner \_\_\_\_\_ Renter \_\_\_\_\_

Deposit Amount: \$200.00 Cash: \_\_\_\_\_ Check #: \_\_\_\_\_ CC: \_\_\_\_\_

Transfer from: \_\_\_\_\_ Applicant Signature: \_\_\_\_\_

**Please Note:** This document is a “fillable” form. This means that you can conveniently complete the three (3) page form by simply typing information into a form’s displayed fields on your computer. You can then print your completed form, and submit the form to the Utility Service Department via regular mail, fax or in person. Additionally, you may email the completed form to [esanchez@horseshoe-bay-tx.gov](mailto:esanchez@horseshoe-bay-tx.gov). If you choose to email the form you must install or have previously installed Adobe Acrobat for Windows or Macintosh. Download links are provided below.

Adobe Acrobat for Windows. 

Adobe Acrobat for Macintosh. 

### FOR OFFICE USE ONLY

Utility Account #: \_\_\_\_\_ Tax Account#: \_\_\_\_\_

Service Address: \_\_\_\_\_ Unit # \_\_\_\_\_ Prior Owner: \_\_\_\_\_

Meter Number: \_\_\_\_\_ Previous Read: \_\_\_\_\_ Final Read: \_\_\_\_\_



# CITY OF HORSESHOE BAY

P.O. BOX 7765 Horseshoe Bay, TX 78657 (830)598-8741

## SERVICE AGREEMENT

### REQUIRED BY TEXAS ADMINISTRATIVE CODE (TAC) TITLE 30 CHAPTER 290

I. PURPOSE. The City of Horseshoe Bay (City) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper water and/or sewer 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 City enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City will begin service. In addition, when service to an existing connection has been changed, suspended or terminated, the City 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 potential source of contamination is permitted. Potential sources of contamination shall be isolated from the City's 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 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- F. All connections to the City water system must have plumbing systems in compliance with the current Uniform Plumbing Code and the City's Cross Connection Control Plan.

The provisions of the current Standard Plumbing Code shall apply to every plumbing installation, including alterations, repairs, replacement, equipment, appliances, fixtures, fittings, and appurtenances, when connected to the City's water or sewage system.

A person, firm or corporation shall not install, repair, alter, enlarge, remove, move, improve, convert, or demolish any plumbing system connected to the City's water or sewer system without first obtaining a permit from the City. Ordinary minor repairs may be made with the approval of the City Inspector without a permit, provided that such repairs shall not violate any of the provisions of the adopted plumbing code.

Each connection must have passed inspection by the City authorized Plumbing Inspector to be provided water service.

III. SERVICE AGREEMENT. The following are the terms of the service agreement between the City and (the Customer) who is responsible for paying for services provided.

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

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.

\_\_\_\_\_  
Service Location

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Start Date



# CITY OF HORSESHOE BAY

## REQUEST FOR UTILITY ACCOUNT CONFIDENTIALITY

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

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

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

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

E-MAIL ADDRESS: \_\_\_\_\_

EMERGENCY CONTACT W/PHONE NUMBER: \_\_\_\_\_

\*\*\*\*\*

In accordance with Subchapter B of the Texas State Utility Code Title 4, (TSUC), Texas Codes > Utilities Code > Title 4 > Subtitle B > Chapter 182 > Subchapter B - Confidentiality of Customer Information

A citizen has the right to request confidentiality of certain "Personal Information" on a customer's account record. Personal Information is described as "an individual's address, telephone number, or SS #. Subpart 182.052 *Confidentiality of Personal Information* states the request must be in writing. A customer may rescind a request for confidentiality by providing the City with written permission to disclose personal information.

TSUC Subchapter 182.054, *Exceptions* states that the subchapter does not prohibit the City 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 U.S. 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 U.S.; (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.

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I hereby request that my "personal information" as described in the paragraph above and as defined in Subpart 182 of the TSUC, be held as confidential information. I have read and understand the information above. I agree to provide the City with a written release should I choose to rescind this document.

\_\_\_\_\_ Initial here for POA Exception.

POA Exception: I hereby request that my phone number, name and address be released to the Horseshoe Bay POA for publication in the Horseshoe Bay POA phone directory.

\_\_\_\_\_

Date of Request

Signature of Applicant

RECEIVED BY UTILITY DEPARTMENT ON: \_\_\_\_\_ DATE RECORDED: \_\_\_\_\_

SIGNATURE OF UTILITY CLERK: \_\_\_\_\_



## Terms and Conditions

- 1. Use of Service:** Subscriber shall not directly or indirectly transmit, broadcast, redistribute, forward or deliver the Service or any part of the data, information, images or other products which constitute the service to any other person or entity, in any format, or by any means. In order to receive the free CRWW Service you must be a resident in the governing body that subscribes to the CodeRED Service.
- 2. Official Watches, Warnings, Advisories and Bulletins** communicated to Subscriber are authored by the National Weather Service or related government agencies: The authoring agency is solely responsible for the content and accuracy of the information contained in the CRWW weather bulletins. **IN NO WAY WILL EMERGENCY COMMUNICATIONS NETWORK (ECN), OR YOUR LOCAL GOVERNMENT THAT SUBSCRIBES TO THE CODERED SERVICES, BE HELD LIABLE FOR INCOMPLETE OR INACCURATE INFORMATION CONTAINED IN ANY OF THE RETRANSMITTED INFORMATION. CRWW SERVICE IS NOT INTENDED TO BE USED FOR DECISION-MAKING PURPOSES, NOR SHOULD IT BE RELIED UPON IN ANY WAY! CRWW AND AFFILIATED SERVICES ARE FOR INFORMATIONAL PURPOSES ONLY - USE IS AT YOUR OWN RISK! SUBSCRIBERS AND THIRD PARTIES ARE SOLELY RESPONSIBLE FOR ACTIONS OR OMISSIONS RESULTING IN THE LOSS OF LIFE OR PROPERTY.** In general, telephone communications are subject to numerous variables, and as such the dissemination of high volumes of high-speed automated calls typically cannot reach 100% of all desired recipients. By agreeing to these terms you, the subscriber, acknowledge that transmission of information via telephone is reliant upon conditions beyond ECN's and your local government's control; ECN, and your local government, do not warrant that the issuance of a NWS weather bulletin that covers a subscriber's geographical location will result in a successfully connected call or in a delivered warning message to the subscriber. Subscriber acknowledges that the CRWW service is intended to be used as part of a comprehensive weather awareness strategy, which includes monitoring of other weather information media as well as the use of common sense.
- 3. Warranties:** ECN, and the governing body that subscribes to the CodeRED services, makes no express or implied warranties regarding the CRWW Service including, but not limited to, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- 4. Liabilities:** ECN, and the governing body that subscribes to the CodeRED services, will not be liable for any failure or delay in performance due in whole or in part to any cause beyond ECN's reasonable control. In no event shall ECN, and the governing body that subscribes to the CodeRED services, be liable for any special, indirect, incidental or consequential damages; **ECN AND THE GOVERNING BODY THAT SUBSCRIBES TO THE CODERED SERVICES SHALL NOT BE LIABLE TO SUBSCRIBER FOR ANY DAMAGES WHETHER BASED IN CONTRACT, TORT OR ANY OTHER LEGAL THEORY BEYOND A REFUND OF SUBSCRIBER FEES.**
- 5. Choice of Law -** This Agreement, and the services provided thereunder, shall be construed and adjudicated under Florida Law without regard to any conflict of laws statutes. The parties hereby agree that the venue and jurisdiction of any dispute arising hereunder shall be in Volusia County, Florida.

## Data Privacy

Local government has requested the information you provide on this page be released to their authority. Accordingly, this information may be subject to local public information rules and requests.