

*****WATER WILL BE TURNED ON THE NEXT BUSINESS DAY FOLLOWING ACCOUNT ACTIVATION*****

RFPUD3 -**Service Agreement
Exhibit "B"**

- I. PURPOSE:** Roman Forest PUD 3 (the "District") 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 District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District 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 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 to be returned to the public drinking water supply is permitted.
 - D. No pipe, pipe fitting, plumbing fitting, or fixture of the wetted surface of which contains more than a weighted average of 0.25% lead (as calculated under section 1417(d)(2) of the Safe Drinking Water Act[42 U.S.C. 300g-6], as amended by Public Law 111-380) may exist in private plumbing facilities installed on or after 4 January 2014.
 - 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 District and _____ (the Customer).
- F. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District.
 - G. 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 District 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 District's normal business hours.
 - H. The District 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 reinspection.
 - I. The Customer shall immediately correct any undesirable plumbing practice on his premises.
 - J. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
 - K. The sanitary sewer line and the connection from the District's collection system to the Customer's sewer line shall be the responsibility of Customer; the District shall have no responsibility for the sewer line that runs to the building being served from the collection system, including the actual connection to the collection system.
- IV. ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the District 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 bill to the Customer.

Customer Signature: _____
(NO Electronic signatures accepted)

Service address: _____ **Date:** _____
Please fill out completely and return with a copy of your driver's license.

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Special Notice Right to Confidentiality of Personal Information

House bill 872, effective September 1, 2021, requires utility companies to notify customers of their right to confidentiality. You are hereby informed that your billing information and personal records are kept confidential unless you request in writing that they become accessible to the public.

Customer Name: _____

_____ My billing/personal information should be available to the public.

“Personal Information” as defined by this notice means an individual’s address, telephone number and social security number.

“Billing Information” as defined by this notice means any information relating to the volume, units of utility usage, or the amounts billed to or collected from the individual for utility usage.

If you have any questions, please contact the District at 281-367-5511.

Permission to Turn on Water

I give my permission for Municipal Operations to turn water on at the address below without anyone present. I understand that the District and Municipal Operations & Consulting will not be held responsible for any damage to broken pipes, leaking pipes, flooded areas, or any water related damages etc.

Services Address _____

Signature _____ **(required)**

(NO Electronic signatures accepted)

**ATTACH PHOTO ID HERE
(or on a separate sheet of paper)**

Please attach a photocopy of a valid government-issued photo ID which includes your date of birth here, or on a separate sheet of paper

REQUIRED

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RFPUD3 -

BEFORE SUBMITTING THE APPLICATION, PLEASE MAKE SURE YOU PROVIDE THE FOLLOWING:

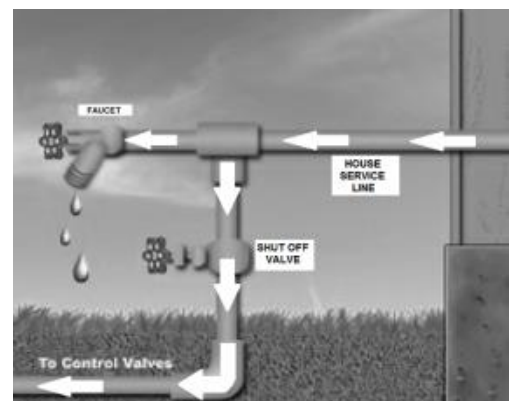
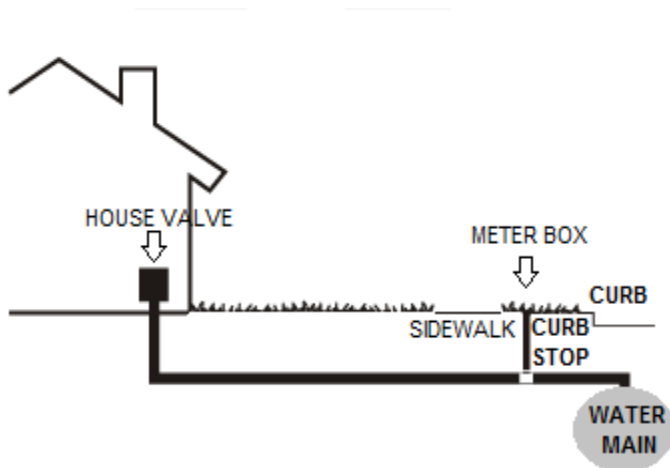
- []** Contact number and email
- []** Copy of driver's license
- []** Deposit – Cash (**Cypress location only**), Money Order, or Cashier's Check **ONLY**
No personal or business check accepted unless the application indicates otherwise.
*Credit card is accepted over the phone (3% **Processing fee will be applied**)
- []** Lease / Deed / Listing Agreement **IF** required
- []** Signature on 2ND, And 3RD page of application required

FREQUENTLY ASKED QUESTIONS:

When will my water be turned on and can I have my water turned on today?

We do not offer same day service; the water will be turned on the next business day following account activation date provided on the application. All documents and deposit (if required upfront) must be in office no later than 3:00 for next day service.

How do I locate my house valve, and what does it look like?



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