





### SERVICE AGREEMENT

- I. **PURPOSE:** City of Rollingwood 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. This utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Service Agreement before we 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 Service 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 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 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 8.2% 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. **PLUMBING RESTRICTIONS:** The following are the terms of the Service Agreement between the City of Rollingwood and \_\_\_\_\_.
- Resident Signature**
- A. The Water System will maintain a copy of this Service Agreement as long as the customer and/or premises is connected to the Water System.
  - 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 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 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 reinspection.
  - D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
  - E. The Customer shall, at his expense, property 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, 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 Service Agreement shall be billed to the Customer.





**SERVICE AGREEMENT**

**Property Address:**

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<b>Street</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
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Do you have any of the following?

\_\_\_\_\_ Irrigation System

\_\_\_\_\_ Pool

\_\_\_\_\_ Hot Tub

\_\_\_\_\_ Water Softener

You must notify The City of Rollingwood if any of the above are installed after move in. If any of the above are noticed at the time of turn on, the City of Rollingwood will not turn on service until all requirements are met.

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Resident Name (Print)	Resident Signature	Date
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### Confidentiality

Under the Texas Public Information Act, personal information in the City of Rollingwood's utility customer records is generally considered public information. The Texas Utilities Code, Chapter 182, provides that a government-operated utility may not disclose information in its utility customer account records if the customer requests confidentiality\* of the customer's address, telephone number, social security number, information relating to the volume or units of utility usage, and the amounts billed to or collected for utility usage.

**I REQUEST CONFIDENTIALITY OF MY PERSONAL INFORMATION, INCLUDING MY ADDRESS, TELEPHONE NUMBER, SOCIAL SECURITY NUMBER, AND UTILITY USAGE, BILLING, AND COLLECTION INFORMATION.**

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Account Number

If you have requested confidentiality in the past, you also have the right to cancel that confidentiality request by providing to the City of Rollingwood written permission to disclose personal information.

**Check the following if you wish to authorize the release your address and telephone number to the following groups:**

**Rollingwood Women's Club**

#### Disclaimer

**\*A request for confidentiality does not prohibit a government-operated facility from disclosing the information described above 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 action 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 to whom the customer has contractually waived confidentiality of personal information; or
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage services for compensation.





## Emergency Management Notification System Registration

The City of Rollingwood has implemented the **SwiftReach**, **Swift911**™ emergency notification system to communicate with residents and business owners during major events and emergencies. This program is a powerful tool to inform and protect you and your family. Your information remains completely confidential, and will only be used during designated situations. To enroll your household or entity, please fill out the following information:

**Primary Contact Name (Please print)** \_\_\_\_\_

**Service Address (Please Print)** \_\_\_\_\_ ***Rollingwood, Texas 78746***

### Modes of Contact:

- |                                  |                                       |          |
|----------------------------------|---------------------------------------|----------|
| 1. (____) _____<br>Primary Phone | Receives Text? Yes<br>Cell Phone? Yes | No<br>No |
| 2. (____) _____                  | Receives Text? Yes<br>Cell Phone? Yes | No<br>No |
| 3. (____) _____                  | Receives Text? Yes<br>Cell Phone? Yes | No<br>No |

Email Address 1: \_\_\_\_\_

Email Address 2: \_\_\_\_\_

Email Address 3: \_\_\_\_\_

### Emergency Notification System Opt Out

I \_\_\_\_\_, wish to exercise my right to opt out of the emergency notification system (**SwiftReach and Swift911**). In so doing, I understand my residence/business will not receive any recorded phone or email notifications sent by the City of Rollingwood.

I acknowledge that these notices may include the following: natural disaster notifications; water utility notifications including but not limited to water line breaks and boil water notices; any other urgent notices designated by the City of Rollingwood.

I acknowledge and accept that failure to receive these notices may result in risk to my health and/or safety.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

