

APPLICATION FOR NEW WATER & SANITARY SEWER SERVICE

REUNION RANCH WCID

151 Trinity Hills Dr
Austin, TX 78737

(512) 686-1660

(281) 367-5517(fax)

SERVICE@MUNICIPALOPS.COM

Account # _____
(Office use only)

According to the District's Rate Order an Application for Water and Sanitary Sewer Service is required for all new connections. Please complete the Application and return it to our office. There will be a **\$150.00** (refundable) deposit and a **\$55.00** (non-refundable) application fee. The deposit and connection fee must be paid by cash, money order, or credit card over the phone (3% processing fee will be applied) **ONLY** before service is rendered. **NO EXCEPTIONS. The District also requires a copy of the deed or lease agreement along with your Application.**

Payment Method: Check Money Order Credit Card
 (3% processing fee will be applied)

Activation Date: _____ *If activation date is not filled out; account will be created date received*
(REQUIRED)

Customer Name: _____

DL # & State: _____

Employer: _____ Work Phone: _____

Secondary: _____

Driver's License # and State: _____

Service Address: _____

City: _____ State: _____ Zip Code: _____

Primary Phone: _____ Secondary Phone: _____

E-mail Address: _____

Billing Address (if different): _____

City: _____ State: _____ Zip Code: _____

Do you: Own Rent Manage (listing agreement required)

Landlord Name: _____ Contact number: _____

Address: _____ City /St / Zip: _____

Completed Applications received after 2:00 PM, on a standard business day, will be subject to a charge equal to the District's actual cost of performing an after-hours turn on, if same day service is requested.

Service Agreement

- I. **PURPOSE: REUNION RANCH WCID** (herein after referred to as 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 Service 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 in accordance with state plumbing regulations. Additionally, all pressure release valves and thermal expansion devices shall be in compliance with state plumbing codes.
 - 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 are not permitted.
 - c. No connection, which allows water to be returned to the public drinking water supply, is permitted.
 - d. No pipe or pipe fitting installed on or after January 4, 2014, which contains more than 0.25% 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 on or after July 1, 1988, which provides water for human use.
 - f. No plumbing fixture shall be installed which is not in compliance with a state approved plumbing code.
- III. **SERVICE AGREEMENT:** The following are the terms of the Service Agreement between the District and _____ (the Customer).
 - a. The District will maintain a copy of this Service Agreement as long as the Customer and/or the premises is connected to the District’s water and sanitary sewer system.
 - b. The Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted during the District’s normal business hours.
 - c. The District 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/her premises.
 - e. The Customer shall, at his/her 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.
- IV. **ENFORCEMENT:** If the Customer fails to comply with the terms of this Service Agreement, the District shall, at its option either terminates 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.

Customer Signature: _____
(NO Electronic signatures accepted)

Printed Name: _____ **Date:** _____

Please fill out completely and return.

Confidentiality Agreement

NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated Municipal Utility District may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

Authorization to Disclose Customer Information

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: _____
Signature

Date

Printed Name and Address

RETURN THIS FORM TO:

**Municipal Operations & Consulting, Inc.
151 Trinity Hills Drive
Austin, Texas 78737**

REUNION RANCH WCID

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

- [] Contact number and email
- [] Deposit – Check, Money Order, or Cashier's Check **ONLY**
*Credit cards are 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?

Completed Applications received after 2:00 PM, on a standard business day, will be subject to a charge equal to the District's actual cost of performing an after-hours turn on, if same day service is requested.

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

