



# NEW SERVICE AGREEMENT

The City shall notify the customer, in writing, of any cross-contamination or any other unacceptable plumbing practice which has been identified during the initial inspection or during the periodic re-inspection.

The customer shall immediately correct any unacceptable plumbing practices on the property. The customer shall, at their expense, properly install, test & maintain any backflow prevention device required by the water system. Copies of all testing and water maintenance records shall be provided to the City.

**Tenants requesting water service shall be required to provide a copy of their lease or signed rental agreement for the property to be served. No one other than the lessee, as shown on the lease, or landlord/property owner may receive service.**

### ENFORCEMENT

**If the customer fails to comply with the terms of the Service Agreement, the Utility Department shall, at its option, either to terminate service or properly install, test and maintain an appropriate back-flow prevention device at the service connection. Any expense associated with the enforcement of this agreement shall be billed to the customer.**

Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Phone Number \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing address (if different from above) \_\_\_\_\_

Driver's License No. \_\_\_\_\_

Owner/Landlord's name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Will you need a city garbage can at this location? Yes  No  # of cans: \_\_\_\_\_ (City garbage cans are \$2.00 per month, per can)

Would you like to donate \$1.00 per month to the Groesbeck Volunteer Fire Department Fund? Yes  No   
(\$1.00 donations will be added to your monthly bill).

Customer Signature: \_\_\_\_\_

I have received a copy of the Utility Bill Payment Policy \_\_\_\_\_  
Initials

#### Office use only

Amount received \$ \_\_\_\_\_ Receipt No. \_\_\_\_\_ Cash \_\_\_\_\_ Check \_\_\_\_\_ Money Order \_\_\_\_\_ Credit Card \_\_\_\_\_

**Excerpt from Section 182.052 of the Utility Code**

A government operated utility may not disclose personal information in a customer's account record if the customer requests that the government operated utility keep the information confidential.

A customer may request confidentiality by delivering to the government operated utility an appropriate marked form provided or any other written request for confidentiality.

As a utility customer of the City of Groesbeck, your information may be made available to various requests for public information.

**It is your right to have your information kept confidential.**

We, the City of Groesbeck, value our customers and commit to make every attempt to insure that confidentiality requests are documented and not released without your consent.

If you choose to have your records listed as **confidential**, the City will meet such request with the completion of this form. Please provide your information below.

Thank you,

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Service Address: \_\_\_\_\_ Account # \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_