



UTILITY SERVICE APPLICATION AND AGREEMENT

City of Llano 301 W. Main St, Llano, TX 78643

325-247-4158

Applicant Name: _____ Date of Application: _____

Spouse/Co-Applicant Name: _____ Account No: _____

Address: _____ Mailing Address if Different: _____

Cell Phone: _____ Work Phone: _____ Email: _____

Applicant DL# & State: _____ DOB: _____

Spouse/Co-Applicant DL# & State: _____ DOB: _____

Is above address: Rental Owned If rental, give name of landlord: _____ No Yes

Name of closest relative not living in the home: _____ Ph: _____

Have you or any other responsible adult listed on this application had service with the City of Llano before?

No Yes If yes, when? _____ At what address? _____

List any other names used if different than name used on this application: _____

Office Use Only:	
Electric	_____
Water	_____
Sewer	_____
No Letter of Credit	_____
Nonrefundable Connect Fee	_____
Total Received	_____

****All previous accounts held by applicant or any responsible adults listed on this application must be paid in full or subject to a current payment arrangement to be eligible for new services.****

Agreement

The undersigned (hereinafter call the 'Customer') hereby makes application for and agrees to take from the City of Llano the service or services covered by this application at the address given above, and agrees on or before the twenty-fifth (25th) day of billing, each month if billed monthly, to pay the City at its office for such service furnished Customer during the period for which said billing is rendered, according to the amount thereof as established by, and in accordance with, the standard

rates of the City as from time to time established for such class of service. The City shall not be obligated under this agreement to furnish any service of a type or character not available from existing lines or facilities of the City.

The Customer agrees to permit the authorized agents of the City free access to premises for inspections prior to the connection of service of a type or character to determine that all service types comply with all applicable local, State and Federal Building Codes.

The Customer agrees to permit the authorized agents of the City free access to premises for the purpose of connecting, disconnecting, inspecting, testing, reading meters, repairing or removing any property of the City, and agrees not to permit anyone other than authorized agents of the City to molest or otherwise tamper with the property of the City or to remove its seals.

The City makes reasonable provisions to insure satisfactory and continuous service, but it does not guarantee continuous service, and will not be liable for loss or damage caused by accidents or conditions which it could not have foreseen or over which it has no control.

The Customer agrees that this application and agreement is subject to all City Ordinances and Regulations covering the services mentioned, and that such Ordinances and Regulations are a part of this Agreement.

Customer authorizes the City to request and retain a credit report, payment history, and/or service verification on any person or entity making application for utility service from the City. This information may be used when establishing the required deposit pursuant to City Section 102 of the Code of Ordinances. The City shall report to credit service(s) relevant payment information on all persons or entities listed above when payment of the utility account remains delinquent for more than ninety (90) days or more. The City shall have the authority to report the payment history to other utility service providers. The City shall have the authority to authorize and direct the city attorney to file suit to collect amounts owed the City for utility services and charges that remain delinquent for a period of ninety (90) days or more. The City may file a lien against the delinquent utility customer. The City shall file a lien upon the property on which service was terminated. In the event of termination of service, deposits on the account will be applied to the final bill and the balance due, if any, will be billed to the Primary Applicant. Likewise, refunds will be paid to the Primary Applicant. All applicants and co-applicants and responsible adults are subject to provisions of this document. I (we) certify that the information provided in this document is true and correct to the best of my (our) knowledge.

Applicant Printed Name

Applicant Signature

Processed by:

Secondary Applicant Printed Name

Secondary Applicant Signature

Work Order Number:

CITY OF LLANO

301 W. Main
Llano, Texas 78643
Office (325) 247-4138 Fax (325) 247-4150



I would like to receive my **monthly bill** via the following method(s).

- Mail
- Email
- Mail & Email

I would like to receive my **late notices** via the following method(s).

- Mail
- Email
- Mail & Email

I would like to receive my **cutoff notices** via the following method(s).

- Mail
- Email
- Mail & Email

Date: _____

Account: _____ - _____ - _____

Email Address: _____ (please print legibly)

Name: _____

Signature: _____

NOTICE

Request for Confidentiality of Personal Information Maintained by the City of LLANO Utilities Department

Personal information in your City of Llano Utilities Department customer account records (e.g., your address and telephone number) is generally considered public information under the Texas Government Code, Chapter 552 (Public Information Act). The social security number of a living person is confidential and may not be released in most cases.

The Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information if the customer requests that the government-operated utility keep the personal information confidential.

A request for confidentiality under Chapter 182 does not prohibit a government-operated utility 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 United States 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 United States; (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. A customer may rescind a request for confidentiality by providing the government-operated utility written permission to disclose personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

This form enables you to request confidentiality of your personal information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your personal information, please check the box below and return this form.

I request that my personal information maintained by the City of Llano Utilities Department be kept confidential under Texas Utilities Code, Chapter 182. I understand that the City of Llano Utilities Department may charge each customer who requests confidentiality under this subchapter a fee not to exceed the administrative cost of complying with the request of confidentiality.

No, Please keep my records open.

Printed Name _____

Address _____

Account Number _____

Telephone Number _____

Signature _____

CITY OF LLANO

301 W. Main

Llano, Texas 78643

Office (325)247-4158 / Fax (325)247-4150



**WATER SERVICE ACTIVATION RESPONSIBILITY
AND HOLD HARMLESS AGREEMENT**

I hereby authorize the City of Llano to activate water service to the below referenced property without being present or represented at the time of activation.

As the property owner or property owner's authorized agent/tenant/assignee ("Authorized Assignee") of the property referenced below as the "Service Address", I acknowledge responsibility for ensuring that all water appurtenances are in the off position at the property, including, but not limited to, faucets, hose bibs, sprinkler systems and any other outlets that may be affected by service activation. I agree to hold the City of Llano harmless and accept all responsibility for all water leaks, open valves or fixtures, or other water which may cause damage to the property and/or premises.

Meters, including the water meter, meter valve, curb cock, wheel valve, or other valve along with any other appurtenances, equipment or facilities used for the purpose of rendering water service or the making of such water services available to the premises, whether located within the meter box or not, are the property of City of Llano and are to be operated only by authorized City of Llano personnel. Use, operation, or tampering with City of Llano property, except by authorized City of Llano personnel, is strictly prohibited.

In the event that a leak or water usage is observed at the time of service activation, the authorized City of Llano field technician or representative will close the meter service valve immediately and water service will not be activated until an additional service call is requested and scheduled during normal business hours. Any additional service call (\$50) will be billed to the owner/authorized assignee.

My signature below affirms that I have read and agree to the terms above.

Date: _____

Account Number: _____

Name: _____

Service Address: _____

City, State, Zip Code: _____

Customer Signature: _____

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CUSTOMER NOTIFICATION FORM

In the event the notification system is activated, the city will attempt to contact you using the information below.

Please type or print

Date: _____

Account Number: _____

Name: _____

Service Address: _____

City, State, Zip Code: _____

Home Phone Number: _____

Cell Phone Number: _____

- I wish to be notified.
- I wish to **opt out** of the notification.

290.47 (b) Appendix B. Service Agreement

- I. **PURPOSE.** The City of Llano is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the City of Llano will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by the 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 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.

 - 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 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 which provides water for human use.

- III. **SERVICE AGREEMENT.** The following are the terms of the terms of the service agreement between the City of Llano (the Water System) and the Customer.
 - A. The City will maintain a copy of this agreement as long as the customer and/or the premises is connected to City's Water System.

- B. The customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Llano or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the City of Llano's normal business hours.
 - C. The City of Llano shall notify the customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
 - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - E. The Customer shall, at his expense, properly install test and maintain any backflow prevention device required by the City of Llano. Copies of all testing and maintenance records shall be provided to the City of Llano.
- IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the City of Llano 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 the agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

City of Llano

Direct Payment – UTILITY BILLS

We are pleased to offer you a convenient service – the *Direct Payment* Plan. Your monthly utility bill payment can be deducted automatically from your checking or savings account. And, you won't have to change your present banking relationship to take advantage of this service.

The *Direct Payment* Plan will help you in several ways:

- It saves time-fewer checks to write.
- Helps meet your commitment in a convenient and timely manner-even if you're on vacation or out of town.
- No lost or misplaced bill cards, your payment is always on time-it helps maintain good credit.
- It saves postage.
- It's easy to sign up for, easy to cancel.
- No late charges.

Here's how the *Direct Payment* Plan works:

You authorize your monthly utility bill from the City of Llano to be paid from your checking or savings account. Then, just sit back and relax. Your payments will be made automatically on the 25th day of each month. If the 25th falls on a weekend or holiday, it will be the next business day. The authority you give to charge your account will remain in effect until you notify us in writing to terminate the authorization. The *Direct Payment* Plan is dependable, flexible, convenient and easy. To take advantage of this service, complete the attached authorization for and return to us.

All you need to do is:

1. Mark the box before type of account to indicate whether your payment will be deducted from your checking or savings account.
2. Fill in the date, financial institution name, your signature, and printed name.
3. **Attach a voided check for verification of all financial institution information.**

NOTE: BE SURE TO SIGN THE FORM!

AUTHORIZATION FOR DIRECT PAYMENT

I authorize the City of Llano to initiate electronic debit entries to my

Checking account or Savings account

for payment of my utility bills. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. This authority will remain in effect until I have cancelled it in writing.

Date: _____

Financial Institution Name (please print): _____

Account Number at Financial Institution: _____

Financial Institution Routing/Transit Number: _____

Financial Institution City and State: _____

Signature: _____

Printed name: _____

PLEASE KEEP A COPY OF THE AUTHORIZATION FOR YOUR RECORDS