



**CITY OF LLANO
UTILITY SERVICE APPLICATION AND AGREEMENT**

301 W. Main
Llano, TX 78643
325-247-4158
PLEASE PRINT

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:** _____

Co-Applicant DL# & State: _____ **DOB:** _____

Is above address: Rental Owned

If rental, give name of landlord: _____

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.****

The Customer agrees to allow 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 allow 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 allow anyone other than authorized agents of the City to touch 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.

Applicant Printed Name

Secondary Applicant Printed Name

Applicant Signature

Secondary Applicant Signature

Processed by: _____

Work Order Number: _____

CITY OF LLANO

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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 **cut-off notices** via the following method(s):

- Mail
- Email
- Mail & Email

Date: _____

Account: _____

Email Address: _____ (please print legibly)

Signature: _____

NOTICE

Request for Confidentiality of Personal information 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.

Sec. 182.054. EXCEPTIONS. This subchapter 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;
- (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation;
- (7) another entity as necessary to facilitate the transition of customers among retail electric providers under Section [40.053](#) or to comply with rules, guidelines, and procedures established by an independent organization certified under Section [39.151](#); or (8) a retail electric provider, as defined by Section [31.002](#)(17)

This form enables you to request confidentiality of your personal information under Texas Utilities Code, Chapter 182.

I request that my personal information maintained by the City of Llano Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

No, please keep my records open.

Printed Name: _____

Address: _____

Account Number: _____

Signature: _____

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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 fixtures 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 stop, wheel valve, or other valve along with any other fixtures, 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 the 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 personnel 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: _____

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 following below.

Example of notification type: "Boil Water Notice"

Please print

Date: _____

Name: _____

Service address: _____

City, State, Zip Code: _____

Phone Number: _____

Secondary Phone Number: _____

§290.47(b) Appendix B. Sample Retail 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 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 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 service agreement between the City of Llano (the Water System) and (the Customer).
 - A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the 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 Water System 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 Water System's normal business hours.
 - C. The Water System 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 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, 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 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