

# CITY OF THORNDALE

P.O. BOX 308

THORNDALE, TEXAS 76577

512-898-2523

SERVICE APPLICATION AND AGREEMENT FOR ACCOUNT # \_\_\_\_\_

PLEASE PRINT:

DATE: \_\_\_\_\_

APPLICANT'S NAME: \_\_\_\_\_

LIST ALL ADULTS 18 AND OLDER: \_\_\_\_\_

\_\_\_\_\_

SERVICE ADDRESS

BILLING ADDRESS

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHONE NUMBER - HOME: \_\_\_\_\_ WORK : \_\_\_\_\_

DRIVER'S LICENSE NUMBER OF APPLICANT: \_\_\_\_\_

SOCIAL SECURITY NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

NUMBER IN FAMILY: \_\_\_\_\_

LIVESTOCK: YES ☐ NO ☐

IF YES, HOW MANY: \_\_\_\_\_

WELL: YES ☐ NO ☐

SPRINKLER SYSTEM: YES ☐ NO ☐

ADDITIONAL INFORMATION: \_\_\_\_\_

\_\_\_\_\_

**CITY OF THORNDALE  
SERVICE AGREEMENT**

- I. **PURPOSE.** The City of Thorndale is responsible for protecting the drinking water supply from contamination or pollution which could result from 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 Thorndale 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 Thorndale and \_\_\_\_\_. Texas Commission on Environmental Quality Page 127 Chapter 290 – Public Drinking Water.
- A. The City of Thorndale will maintain a copy of this agreement as long as the customer and/or premises are 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 City of Thorndale 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 Thorndale's normal business hours.
  - C. The City of Thorndale 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-connection 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 Thorndale. Copies of all testing and maintenance records shall be provided to the City of Thorndale.

**IV ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City of Thorndale 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.

- A. A meter deposit of \$150.00 is required before service is connected. If services are disconnected for non-payment an additional \$50.00 meter deposit will be required. In addition, you will be charged a \$35.00 reconnection fee when services are restored. If you have a delinquent balance for a prior residence, a \$200.00 meter deposit must be paid along with any outstanding balance.**
- B. Utility bills are mailed to customers the last day of the month and are due by the 10<sup>th</sup> of each month. If the bill is not paid by the 10<sup>th</sup> of the month, a 10% penalty is applied to the unpaid balance. Customers are responsible for timely payment of the utility bill whether the bill is received or not.**
- C. City Hall is open 8:00 a.m. – 5:00 p.m. Monday through Friday. For your convenience, a night drop box is located beside the paved area immediately north of the City Hall building.**
- D. Customer Service Inspection is required by law on all new homes before permanent water service can be given.**
- E. IT IS UNLAWFUL FOR ANY PERSON OR PROPERTY OWNER TO RECONNECT OR ATTEMPT TO RECONNECT SERVICE.**

**CUSTOMER'S SIGNATURE** \_\_\_\_\_

**DATE:** \_\_\_\_\_



CITY OF THORNDALE  
REQUEST FOR ACCOUNT CONFIDENTIALITY

PLEASE PRINT ALL INFORMATION

READ ALL PARTS OF THIS FORM AND COMPLETE IT IN ITS ENTIRETY. RETURN IT TO THE CITY CLERK AT THE CITY OF THORNDALE.

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NAME: \_\_\_\_\_ PHONE: ( ) \_\_\_\_\_ - \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_ LOCATION OF SERVICE: \_\_\_\_\_  
(If different from Address above)

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In accordance with Subchapter B of the Texas State Utility Code, a citizen has the right to request confidentiality of certain "Personal Information" on a customer's account record. Personal information is defined as "an individual's address, telephone number, or social security number." Subpart 182.052 "*Confidentiality of Personal Information*" states that the request must be in writing. A customer may rescind a request for confidentiality by providing the City with written permission to disclose personal information.

Subchapter 182.054. "Exceptions" states that the subchapter does not prohibit the City from disclosing personal information on 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) and employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency, a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state or the United States, (4) 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.

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☐ I hereby request that my "personal information" as described in the paragraph above and defined in Subpart 182 of the State Utility Code, be held as confidential information. I have read and understand the information above. I agree to provide the City a written release should I choose to rescind this authorization.

SIGNED \_\_\_\_\_ DATE OF REQUEST \_\_\_\_\_