

**FOR OFFICE USE**

Service Order Number: \_\_\_\_\_

# of Prorated Days: \_\_\_\_\_

Deposit Date: \_\_\_\_\_

Acct. Number: \_\_\_\_\_

**APPLICATION FOR SERVICE**

Service Start Date: \_\_\_\_\_

Name: \_\_\_\_\_

Spouse Name: \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ (2)Phone #: \_\_\_\_\_

Spouse Phone#: \_\_\_\_\_ (2)Phone #: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Emergency Contact Phone #: \_\_\_\_\_

**Confidentiality Option:**

According to State Law, the information on your account is open to the public UNLESS YOU REQUEST confidentiality. All customers are eligible for this option. If you wish to keep all personal information such as address, phone number and social security number confidential, mark YES in the space.

YES \_\_\_\_\_ NO \_\_\_\_\_

I do hereby certify that the above information is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Revised 7.19.18

**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 8.0% 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

In order to keep your account information confidential and to meet the Federal Trade Commissions (FTC) mandated enforcement of the Identity Theft Red Flags Rule, we have listed six security questions. **PLEASE ANSWER ONLY TWO.** The two chosen questions and answers will be added to your account information and you will be required to answer one or both questions, whether by telephone or in person, before information on your account will be released. This is strictly for your security benefit.

What elementary school did you attend? \_\_\_\_\_

Who was your childhood hero? \_\_\_\_\_

What is your oldest sibling's birthday month and year? \_\_\_\_\_

What is the name of your favorite childhood teacher? \_\_\_\_\_

What was your childhood nickname? \_\_\_\_\_

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E-Mail Address: \_\_\_\_\_

Spouse E-Mail Address: \_\_\_\_\_

The District's Alert System is able to provide **VOICE** messages to your phone. **IF you would also like to receive a TEXT message, please check here:** \_\_\_\_\_. **IF** you checked the box, please write the language that you would like to hear the message, for example – English, Spanish, etc. \_\_\_\_\_

THE STATE OF TEXAS     }  
COUNTY OF GALVESTON }

### Contract

This contract is entered into by and between **GALVESTON COUNTY MUNICIPAL UTILITY DISTRICT NO. 12**, hereinafter called District and \_\_\_\_\_ hereinafter called Customer,  
(Name)  
who is the resident of \_\_\_\_\_, \_\_\_\_\_, Texas, \_\_\_\_\_  
(Service Address) (City)  
hereinafter called Customer's Property, for water and sewer utility service.

#### WITNESSETH

1. **Schedule of Rates and Payment Procedures:** Attached hereto and incorporated herein by reference is a Schedule of Rates listing the charges for water and sewer services and the manner in which payment is to be made. Revised Rate Schedules adopted hereafter by the Board of Directors of the District shall be posted showing the effective date of the change. The revised Rate Schedule shall supersede the Rate Schedule previously in effect and shall become a part of this Contract as if originally attached to this Contract.
2. **Waste Service:** District agrees to furnish to Customer reasonable and adequate liquid/solid waste disposal service from Customer's Property in consideration of a monthly waste charge as set out in the attached Rate Schedule commencing with the connection of Customer's liquid sewage disposal line to District's main sewage line.
3. **Water:** District agrees to furnish potable water at Customer's Property in sufficient quantities to meet normal and usual needs in consideration of a monthly water charge as set out in the attached Rate Schedule commencing with the connection of Customer's water connecting line to District's main water line.
4. **General:** All of the above described agreements are, however, subject to the following terms, conditions and provisions:
  - A. Creation of Lien - Charges to Customer arising under this contract whether for water and sewer service or repairs for which Customer is liable shall and are hereby secured by a lien on Customer's Property.
  - B. Inspection and Meters – An authorized agent of the District shall at all reasonable hours have the right to go on Customer's premises to examine and inspect utility and plumbing lines, connections and equipment. District reserves the right to require and use water metering equipment as is necessary and Customer shall provide a suitable and readily accessible place for such equipment.
  - C. Utility Easements – The District maintains an easement in, under and above the ground where its main lines lay. Customer occupies his premises subject to these easements and any obstructions in or over the main lines, whether caused by Customer; his predecessors in title or any third party are the sole responsibility of Customer. Should the District require access to its lines on Customer's Property, any cost incurred in removing, penetrating or otherwise overcoming any obstacle in District's easement shall be charged to Customer on whose property the obstacle exists and the District shall have no liability for the removal of the obstacle nor for the replacement or repair of the obstacle removed in order to gain access to the District's lines.

- D. (1) Discontinuation of Service – District shall have the right to discontinue its utilities service and to remove any taps from its lines on due notice and to remove its property from the Customer's premises whenever any charges arising under this contract are not paid pursuant to the District Rate Order or in case the Customer fails to comply with or perform any of the conditions or obligations of this Contract.  
  
 (2) The District reserves the right, once service has been so disconnected for non-payment of water and sewer charges, not to re-connect such service to Customer's premises until Customer or Customer's assignee has paid such charges in full and other relating charges. Re-connection of service will be during the working hours of 8:00 a.m.–4:00 p.m. Mon-Thurs and 8 a.m.-11:00 a.m. Fridays.
- E. Connecting Lines and Tap Fees – Sewer and water connecting lines shall be laid at Customer's expense and in accordance with specifications prescribed by the District. District must supervise and approve the tap or connection to the main sewer and water lines and shall charge a tap fee for each line, payable before such tap is made.
- F. Interruption of Service – District shall use all reasonable diligence to provide uninterrupted services under this Contract but District shall not be liable to Customer for loss or damage caused by interruption of services. In case of impaired service, the Customer shall immediately give notice to District's office. The District's responsibility for maintenance of sewer and water lines extends only to the main lines into which Customer's service lines are tapped. Any repairs necessary to the Customer's service lines are the responsibility and expense of the Customer. In the event that repairs to the service lines are not timely repaired by Customer, the District may at its option discontinue service under this Contract or the District can cause the needed repairs to be performed and bill Customer for all charges in connection with the repairs performed.

Customers shall pay for all water which passes through and is registered by the customer's water meter. In the event a customer disputes a water bill, the District's operator will check the meter to determine if the meter is properly operating. If the customer continues to dispute the bill after inspection by the District's operator, the District will follow the procedure set out in the Rate Order (Section 13: No Free Service – B.) and set out as part of this customer service contract.

If any portion of this Contract is declared invalid for any purpose, the remainder of this contract shall not thereby be invalidated.

I acknowledge that the billing procedure has been explained to me and that I have received a copy of the Rate Order.

SIGNED this, the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

GALVESTON COUNTY MUNICIPAL UTILITY DISTRICT NO. 12

BY: \_\_\_\_\_

\_\_\_\_\_  
 (Customer)

\_\_\_\_\_  
 (Customer)