

CITY OF THREE RIVERS WATER SERVICE APPLICATION

Service Address	New Account #
Applicant	Spouse/Co-Applicant
Mailing Address	
Home Telephone	
Driver's License # State	
Date of Birth	
Employer Name	
Work Telephone	

Have you or any family member had previous service with the city?

_____ Yes _____ No

When?

Name & Address of Account:

References (Please list at least three)

Name/Telephone/Relation

Name/Telephone/Relation

Name/Telephone/Relation

Do you hereby authorize release of any utility information, credit standing, etc., to be of public information upon request?

Customer Account information may pertain to mailing address, physical address, account standing, etc.

_____ Yes _____ No

I do hereby agree by my signature to pay any and all amounts due to the City of Three Rivers as a result of utility service I have received. If my final bill with the City is an amount larger than my deposit, I agree to pay any additional charges.

Applicant's Signature

Spouse/Co-Applicant

Today's Date

Receipt # _____

Employee Handling Application _____

CITY OF THREE RIVERS
P.O. BOX 398
THREE RIVERS, TEXAS 78071

CITY OF THREE RIVERS UTILITY SERVICE APPLICATION
PAGE 02

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

_____ White, Not of
Hispanic Origin

_____ Black, Not of
Hispanic Origin

_____ American Indian or
Alaskan Native

_____ Hispanic

_____ Asian or
Pacific Islander

_____ Other
(Specify)

_____ Male
Female

EQUAL OPPORTUNITY PROGRAM

!DANGER!

Certain Older Gas Connectors May Be Dangerous

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Some older brass connectors have come apart, causing fires and explosions resulting in deaths and injuries.

These older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing, and cause a serious gas leak, explosion, or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years, but many of them are still in use. The older these connectors get, the greater the possibility of failure.

Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. Therefore, **any uncoated brass connector should be replaced immediately** with either a new plastic-coated brass or a new stainless steel connector. Connectors can wear out from too much moving, bending, or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location.



WARNING: Only a qualified professional should check your connector and replace it if needed. Don't try to do this yourself!

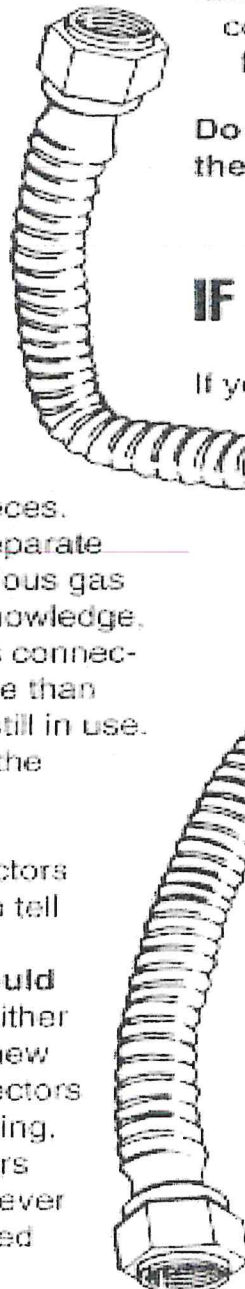
Moving the appliance, even slightly, whether to clean behind it or to inspect its gas connector, can cause the complete failure of one of these older weakened connectors, possibly resulting in a deadly fire or explosion.

Do not move your appliance to check the connector!

IF YOU SMELL GAS

If you suspect a gas leak:

- **Leave the house immediately.**
- Don't use your phone; call your gas supplier or the telephone operator for assistance from a neighbor's house.
- Don't light a match.
- Don't turn on a light.
- Don't switch on anything electrical.



CITY OF THREE RIVERS

PUBLIC NOTICE

Dear Natural Gas Customer,

Re: Federal Safety Regulation – Excess Flow Valve

The Federal Department of Transportation is now enforcing a new safety regulation pertaining to “Excess Flow Valves.” This new regulation requires the utility to notify residential customers receiving new service lines of the availability of an excess flow valve that meets minimum Federal performance requirements. Also, should the customer desire installation of this device the customer must agree to pay \$75.00 for the installation of this device.

What Is An Excess Flow Valve? An excess flow valve is a device designed to restrict gas flow in a customer’s natural gas service line by completely cut, torn apart or otherwise separated, usually cause by some type of evacuation or digging. A natural gas service line is the piping from the gas main in the street or alley to the customer’s meter set and runs underground through the customer’s yard. Restricting gas flow after a gas service line is damaged may decrease the potential for property damage and/or injury.

Customer Responsibilities: If a customer requests installation of an excess flow valve and agrees to pay the cost at the time of the installation, the utility will perform the installation.

The customer must agree to pay any and all future maintenance costs associated with an excess flow valve including:

- Excavation costs for valve removal and/or replacement.
- Pavement and/or landscaping replacement associated with any necessary excavation.
- All associated material and labor costs.

Additional Information

1. Installation of an excess flow valve is not mandatory
2. An excess flow valve will **not** protect against the following events:
 - Customer appliance gas leaks
 - Small gas service line punctures
 - Gas meter set leaks
3. The utility makes no express warranty for continued proper excess flow valve operation under normal use, conditions and/or valve closure under any gas system operating conditions
4. Additional information may be obtained by calling our office. The phone # is (361)786-2528.

() Yes – I desire an excess flow valve installation on my natural gas service line for a cost of \$75.00

Name: _____ Date: _____

() No – I decline the offer to install an excess flow valve on my natural gas service line.

Name: _____ Date: _____

Address: _____

This form must be marked “yes” or “no”, signed, dated, and returned to the utility located at 105 N. Harborth, Three Rivers, Texas 78071 or by mailing this form to City of Three Rivers, P.O. Box 398, Three Rivers, Texas 78071.

CITY OF THREE RIVERS
CUSTOMER UPDATE
GAS DEPARTMENT

December 23, 2015

IF YOU HAVE NATURAL GAS SERVICE, READ THIS:

You are responsible for maintaining all natural gas pipes on the customer's side of the gas meter, including the lines inside your house or business. The City of Three Rivers Gas Department maintains and repairs the gas service lines from the point of delivery to the gas meter, but not service lines from meters located at the property line or at some distance from the building wall.

The City of Three Rivers Gas Department reminds you of the importance of inspecting your customer-owned gas piping to find any problems. Buried metal pipes are subject to corrosion and leakage which could cause a fire or an explosion if not corrected. Commercial, industrial or downtown gas customers should check for leaks in their gas service lines at least once a year. Residential gas service lines should be inspected at least once every five years for leaks. If a leak is detected in your customer-owned piping, arrange to pay for a licensed and bonded plumber to make repairs.

If you need to dig on your property for any reason, call Texas 811 for the location of the buried utility lines or customer owned piping. Allow up to 48 hours for the City of Three Rivers Gas Department to mark the gas lines before you excavate. All excavation around gas lines should be done manually to avoid accidental cutting or damage to gas lines.

SI USTED USA GAS EN SU CASA, LEA LO SIGUIENTE

Usted tiene la responsabilidad de mantener toda la tubería de gas natural del medidor a su casa o negocio. El departamento del gas de la ciudad de Tres Rios mantiene y repara la tubería desde donde es abastecido el gas hasta su medidor. Sin embargo, la compañía de gas no mantiene la tubería a partir del medidor si este está ubicado en el límite de la propiedad o a una distancia de la pared de edificio que recibe el servicio.

El Departamento del gas de la ciudad de Tres Rios le recuerda la importancia de inspeccionar su tubería para detectar los problemas. La tubería de metal subterránea se corroe y se rompe causando tucos que podrían provocar un incendio o una explosión si no se corrigen. Los consumidores comerciales, industriales y residenciales deben de inspeccionar sus tuberías por lo menos una vez al año para detectar fugas de gas.

La tubería residencial de gas debe ser inspeccionada por lo menos una vez cada cinco años. Si usted detecta alguna fuga en la tubería de la cual es responsable, debe de pagarle a un plomero que tenga licencia y seguro para hacer la reparación.

Si usted tiene que cavar en su propiedad por alguna razón, llame Texas 811 para la posición de las líneas de utilidad sepultadas o el cliente posea la tubería. Permita que hasta 48 horas para la Ciudad de Tres Rios Departamento de Gas de Rios marquen las líneas de gas antes de que usted excave. Toda la excavación alrededor de líneas de gas debería ser hecha a mano para evitar el recorte casual o el daño a líneas de gas.

CITY OF THREE RIVERS

SERVICE AGREEMENT

I. PURPOSE. The City of Three Rivers (CCN **12642**) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Three Rivers (CCN 12012) will begin service. In addition, when service to an existing 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 to 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 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 Three Rivers (CCN **12642** and _____).

- 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.

CITY OF THREE RIVERS

SERVICE AGREEMENT

- 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, 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 THREE RIVERS

P.O. BOX 398
THREE RIVERS, TEXAS 78071
(361)786-2528
FAX (361)786-3281

CITY POLICY INFORMATION FOR NEW CUSTOMERS

City utility bills are mailed around the 18th of each month. The bills are due on or before the following 10th and you are subject for disconnection if we do not receive your payment on the 23rd day of the month. Late fees will be added after 8:00 A.M. on the 24th. Late fees are \$10.00 for each service for the first time \$25.00 for each service for the second time within six months being on the disconnect list. A night deposit is located by the front door for your convenience.

It is the customer's responsibility to contact City Hall when wanting to disconnect services. Your deposit is refunded after disconnection or after paying by the due date, the 10th of each month, for 12 consecutive months.

The City of Three Rivers offers a convenient payment option for First State Bank and First National Bank customers. If you choose this option we can draft from your bank account around the 1st of each month after you fill out a form authorizing us to do so.

PARTIAL PAYMENTS AND/OR PAYMENT ARRANGEMENTS ARE NOT ALLOWED!

Sign _____ Date _____

Thank You,

City Hall



Authorization Form for Bank Drafting Your Monthly Utility Bills:

For your convenience.... **AUTO-PAY**

Pay your monthly utility bills automatically from your checking or savings accounts. It saves time and money – no checks to write, no postage, no fees for the service. Bills will always be paid on time!

You will continue to receive a monthly utility bill indicating water consumption, amount owed and due date. The total amount of your bill is electronically deducted from your checking account, on the 3rd of each month, or the next business day. Financial institutions list automatic payments on their monthly account statements.

TERMS AND CONDITIONS FOR ENROLLMENT

You are responsible for contacting your financial institution prior to signing the authorization form below:

- To ensure your institution's participation, and
- Determine bank fees applicable for this service.

It could take up to 2 billing cycles before the automatic deduction will occur. In the meantime, please continue to pay. Your bill will indicate that electronic bank drafting is effective with the stamp "PAID on date".

A fee of \$30.00 for each "insufficient funds" will be assessed by the City. Please call your financial institution regarding questions on fees they may charge separately. The city will remove your account from bank drafting for two "insufficient funds" within a 12 month period (1 year). You will then be ineligible to participate in AUTO-PAY for the next 12 months.

To remove your account from the AUTO-PAY, written authorization must be received in the Utility Billing Office at least 30 days prior to the effective bill date.

New Change

Set up date _____

Pre-note date _____

First draft date _____

OFFICE USE ONLY

I have read and agree with the terms and conditions.
Please initial: _____ INITIAL HERE

I authorize the City of Three Rivers to debit my account each month for the amount of services billed on my water/sewer/garbage/recycle utility account. I also authorize my financial institution, below, to debit same amounts from my account.

Name of Financial Institution

City State Zip Code

Financial Institution Phone Number

Please check the appropriate boxes:

Routing #: _____ Account #: _____

Type of account:
 Checking Account Savings Account

Please Print:

Customer Name

Address

City State Zip Code

Signature (s)

SIGN HERE

E-Mail Address

Date

Utility Account Number

Daytime Telephone Number

PLEASE INCLUDE A VOIDED CHECK SO THE CORRECT
BANKING INFORMATION CAN BE RECORDED

DRAFT PAPER WILL BE ON THE 3rd OF EACH MONTH OR
THE NEXT BUSINESS DAY