

**Welcome to West Travis County Public Utility Agency
and Severn Trent Services!**

Belvedere Community Application

April 8 2013

Severn Trent Services is a leading supplier of water and wastewater treatment solutions. We provide our clients with some of the industry's brightest minds, advanced technologies, and quality products to provide you with truly efficient, cost-effective solutions to your water and wastewater challenges.

- 1.) A deposit on existing service (meter already on property - rates are determined upon meter size, see below) plus an application fee of \$50.00 is required at time of application.

DEPOSIT RATES – BASED UPON METER SIZE:

Standard Meter Service: 5/8" or 3/4" - \$100.00

ANYTHING ABOVE A 3/4" METER PLEASE CALL 512-246-0498

If this is for NEW SERVICE (NO meter on property) a review deposit of \$40.00 is required and additional fees will apply once information is reviewed. You will be contacted after the review process with fee information.

- 2.) To Return the Application Please Choose From the Following:

- A. E-mail Agreement [to csaus@stes.com](mailto:csaus@stes.com)
- B. Fax Agreement (pages 1-4) to 512-716-0024 – Attn: Billing Department
- C. Place new service application in night drop box
- D. Come into the office Monday – Friday 8 am – 5 pm
- E. Mail to: West Travis County P.U.A.,

c/o Severn Trent Services

14050 Summit Dr. Ste 113

Austin, TX 78728

****Please make all payments payable to West Travis County P.U.A.,****

Compass can transmit payments up to 10 days ahead of the due date.

If a customer has a credit balance at the time the report is sent to Compass, they will not appear on the report to be drafted. Typically though, we send the report to Compass 14 days before the due date, so if a payment comes in after we sent the report, it will get drafted.

TO: Severn Trent Services Inc.
14050 Summit Dr. #113
Austin, TX 78728

ACCOUNT # _____
(Office will assign number)

SERVICE AGREEMENT

PURPOSE: West Travis County Public Utility Agency

- I. Is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing 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 Service Agreement before we 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 Service Agreement.
- II. **PLUMBING RESTRICTIONS:** The following undesirable plumbing practices are prohibited by State regulations:
- A. No direct-connection between the public drinking water supply and 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 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.

PLUMBING RESTRICTIONS: The following are the terms of the Service Agreement between:

West Travis County Public Utility Agency

(Customer Signature – Required)

- A. The Water System will maintain a copy of this Service Agreement as long as the customer and/or premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's business hours.
- C. The Water System shall notify the customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
- E. The Customer shall, at his expense, property 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.

III 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 Service Agreement shall be billed to the Customer.

APPLICATION FOR WATER & WASTEWATER UTILITY SERVICE

If you have any questions about this application, please contact our office at 1-512-246-0498 or email at csaus@stes.com.
Required fields are marked with an asterisk.

Applicant Information:

NOTE: At least one phone number (home, work or cell) is required.

Name:* _____

Mailing Address:* _____

City, State & Zip:* _____

Home Phone: _____ Work Phone: _____ Mobile: _____

Email Address: _____ Drivers License #:* _____

Name of additional person authorized to make changes to this account:

_____ Drivers License #** _____

Address of Requested Service:

NOTE: Some regions require a supplemental grinder pump agreement

Service Address:* _____

City State & Zip:* _____

County:*Travis _____ Region:*West Travis County Single Family Residence? Yes

Subdivision:* _____ Block: _____ Lot: _____ Acreage: _____

Requested Services*

NOTE: At least one service must be checked

Additional information may be required on the following:

____ water at existing location

 X water at new location

____ wastewater at an existing location

____ wastewater at a new location

____ wastewater at an existing location with grinder pump

____ wastewater at a new location with grinder pump

METER SIZE: ¾ inch

____ temporary service – fire hydrant meter

____ extension of service to unserved area

Applicant is: ___X___ **Owner** **Renter**

Customer type: _____ **X**_____ **Residential** _____ **Commercial**

Is this a new connection – (No existing meter)? ___X___ **Yes** / _____ **No**

Approximate date service is needed:* _____

NOTE: Service date must be at least 2 business days in future, must not fall on a week-end and must not be more than 180 days in the future.

Special Services Needs

_____ **pool** _____ **fire sprinkler** _____ **irrigation** _____ **other**

Under the Texas Utilities Code, Section 182.01 through 182.005 persons 60 or older with a utility account will not receive a 10% penalty until the bill is past due by 25 days.

Are you or any person authorized on this account 60 or older? _____ **Yes** _____ **No**
(age verification will be required if over 60)

The Texas Legislature has limited the availability of customer information through House Bill No. 859. This bill states that customers of the Agency have the right to request confidentiality of their names, addresses, and telephone numbers as part of the Agency’s account records. IF you wish your information to remain confidential please complete the attached form and return.

I acknowledge by submitting this agreement that upon accepting service I will be subject to the terms and conditions of retail water and/or wastewater as contained in the Rate Tariff Schedule, as updated from time to time at the discretion of West Travis County Public Utility Agency Board of Directors. I further acknowledge and agree that the terms and conditions of retail water and/or wastewater service contained in the Rate Tariff Schedule shall constitute a contract between the West Travis County Public Utility Agency and me and may be enforced as such.

Applicant

Applicant

Date

Date

FOR OFFICE USE ONLY:

Account number: _____ **Date Received:** _____ **Entered by:** _____

West Travis County P.U.A.
c/o Severn Trent Environmental Services
14050 Summit Drive Ste 113
Austin, TX 78728-7101
512-246-0498

Date _____

Severn Trent Services, Inc.
14050 Summit Drive Ste 113
Austin, TX 78728-7101

Re: Account Number
(assigned by STES)

Dear Customer:

The West Travis County PUA has a policy of keeping customer information confidential when possible. The West Travis County PUA is a political subdivisions of the State of Texas and under the Open Records Act, must open all of our records to anyone who asks to review them. The Texas Legislature has limited the availability of customer information through House Bill No. 859. This bill states that customers of the Agency have the right to request confidentiality of their names, addresses, and telephone numbers as part of the Agency's account records.

If you wish your personal information be kept confidential, please indicate below and either return this form in the return envelope that has been provided for your convenience or fax to the above number. **If you do not return this form, your personal data will continue to be subject to scrutiny under the Open Records Act.**

_____ Yes, I would like my personal data to be kept confidential.
(Please initial)

Signature _____

Date _____

Address _____
