



403 Nixon Drive
Rollingwood, Texas 78746
512-327-1838
512-327-1869 (fax)

APPLICATION FOR WATER AND SEWER SERVICE

CUSTOMER INFORMATION

Customer Name (Please print) _____

Service Address (Please Print) _____

Are you: ____ Owner ____ Tenant If Tenant, who is owner or agent? _____ Owner Phone _____

Mailing Address (Please Print) City State Zip

Billing Address (Please Print) City State Zip

Previous Address (Please Print) City State Zip

(____) _____ (____) _____ (____) _____
Home Telephone Number Work Telephone Number Cell Telephone Number E-mail Address (Please Print)

The undersigned hereby makes application to the City of Rollingwood for water and wastewater. I agree to comply with the City's Ordinances, Rules and Regulations as amended from time to time and to pay for all utility services rendered to the property in a timely manner and understand that a violation of the Ordinances, Rules or Regulations may result in a penalty and/or termination of utility services to above service address. I represent that the information above is true and correct.

Applicant Signature Application Date Effective Date

House Bill 859 requires "Government-Operated" Utilities to notify customers of their right to confidentiality. You have the right to request confidentiality of your personal information contained in our records. "Personal information" as defined by the statute means an individual's address, telephone number, or social security number.

PLEASE MAKE CHECKS PAYABLE TO: City of Rollingwood

<u>OFFICE USE ONLY</u>			
Deposit Amount _____	Cash _____	Check Number _____	Work Order Number: _____
Received by: _____	To Public Works: _____		
DB _____	RWC _____	BBC _____	

**CITY OF ROLLINGWOOD
SERVICE AGREEMENT**

- I. **PURPOSE:** City of Rollingwood 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. This 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 8.2% 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. **PLUMBING RESTRICTIONS:** The following are the terms of the Service Agreement between the City of Rollingwood and _____.
- 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 reinspection.
 - 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.
- 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 Service Agreement shall be billed to the Customer.

**CITY OF ROLLINGWOOD
SERVICE AGREEMENT**

Do you have any of the following?

_____ Irrigation System

_____ Pool

_____ Hot Tub

_____ Water Softener

You must notify The City of Rollingwood if any of the above are installed after move in. If any of the above are noticed at the time of turn on, the City of Rollingwood will not turn on service until all requirements are met.

CUSTOMER: _____

ADDRESS: _____

DATE: _____



UTILITY CUSTOMER REQUEST FOR CONFIDENTIALITY OF PERSONAL INFORMATION

Personal information in the City of Rollingwood's utility customer records is generally considered public information under the Texas Public Information Act. The Texas Utilities Code, Chapter 182, provides that a government-operated utility may not disclose information in its utility customer account records if the customer requests confidentiality* of the customer's address, telephone number, social security number, information relating to the volume or units of utility usage, and the amounts billed to or collected for utility usage.

To exercise your right to confidentiality, please complete and return the information requested on this form with your bill payment to the City of Rollingwood, 403 Nixon Drive, Rollingwood, Texas 78746.

I REQUEST CONFIDENTIALITY OF MY PERSONAL INFORMATION, INCLUDING MY ADDRESS, TELEPHONE NUMBER, SOCIAL SECURITY NUMBER, AND UTILITY USAGE, BILLING, AND COLLECTION INFORMATION.

Name (Please Print)

Account Number

If you have requested confidentiality in the past, you also have the right to cancel that confidentiality request by providing to the City of Rollingwood written permission to disclose personal information.

If you requested confidentiality before June 2012, you must use this form or otherwise request in writing the confidentiality of your usage, billing, and collection information.

*A request for confidentiality does not prohibit a government-operated facility from disclosing the information described above 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 action 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 to whom the customer has contractually waived confidentiality of personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage services for compensation.

I hereby authorize the release of my address and telephone number, if requested, to the following:

_____ Rollingwood Women's Club

_____ Rollingwood Neighborhood Association

A special invitation to get connected with Blackboard Connect™

The City of Rollingwood has acquired the **Blackboard Connect** notification service to send residents and businesses important information about our community, such as severe weather, fire, utility issues, or a missing child/person.

Please accept our invitation to participate in this new service. With the **Blackboard Connect** service, we can reach you via phone calls to landlines or mobile phones and/or emails. Participation is 100% free and completely voluntary.

We know your personal information is important, and we will not share it with anyone.

You may have already received a test phone call from Mayor Bill Hamilton, and if you would like to provide additional contact information, please complete this form and mail it to the address below or drop off at City Hall. If you prefer, you can go directly to the City of Rollingwood website

www.cityofrollingwood.com to sign up.



City of Rollingwood
403 Nixon Drive
Rollingwood, Texas 78746

Barry M. Bone ~ Mayor

Yes! I want to receive timely notifications from the City of Rollingwood via the Blackboard Connect service.

Name:

Primary Contact Name

Last Name

Address:

Rollingwood Street

Address Line 2 (if necessary)

Rollingwood

Texas

78746

City

State

Zip

Telephone Numbers

You may provide up to three phone numbers, Landline or Cell phone, for voice messages:

1. () -
Primary Phone (For emergencies and general information calls)

*All additional phone numbers will be called
Only if there is an Emergency.*

2. () -

3. () -

* () -

* SMS Phone (for text messaging only, designate either phone #1, #2, #3, or a different phone number)

E-mail Addresses

You may provide up to two e-mail addresses for all messages.

E-mail Address 1

E-mail Address 2



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The City of Rollingwood Blackboard Connect

OPT OUT FORM

Please read the text below and decide whether you wish to exercise your right to opt out of the information sharing described. If you choose to exercise your right to opt out, you must sign and return this form back to us in order to be removed from the program.

____ I wish to exercise my right to opt out of the City of Rollingwood Blackboard Connect notification system. In doing so, I understand my residential/business information will be removed by the City of Rollingwood and I will no longer receive any recorded phone notifications from the City of Rollingwood. I also understand this to include natural disaster notifications, City of Rollingwood emergencies, etc.

Customer Name (PLEASE PRINT CLEARLY)

Customer Address

Customer Phone

Signature

Date
