

# CITY OF PRIMERA WATERWORKS

## SERVICE INFORMATION CARD

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

Billing Address \_\_\_\_\_

Initial Date of Service \_\_\_\_\_

Name of Primary Applicant/Contractor/Realtor \_\_\_\_\_

Home Phone# \_\_\_\_\_

Cell Phone# \_\_\_\_\_

Work Phone# \_\_\_\_\_

Employer Name/Address \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_ Ph# \_\_\_\_\_

Name of Spouse or Secondary Applicant \_\_\_\_\_

Driver's License# \_\_\_\_\_

Home Phone# \_\_\_\_\_

Cell Phone# \_\_\_\_\_

Work Phone# \_\_\_\_\_

Employer Name \_\_\_\_\_

Type of Residence: (check one) \_\_\_\_\_ Single family \_\_\_\_\_ Multi-family

Own: \_\_\_\_\_ (must provide proof of ownership)

Rent: \_\_\_\_\_ (must provide lease or rental agreement)

Owner's Name \_\_\_\_\_ Phone# \_\_\_\_\_

Owner's Address \_\_\_\_\_

### **Primary**

Signature \_\_\_\_\_ Date \_\_\_\_\_

### **Secondary**

Signature \_\_\_\_\_ Date \_\_\_\_\_

**The following information needs to be collected from all new account applications because the City of Primera Water Department currently has outstanding loans with a federal agency. The information applies only to the applicant. If you fail to provide this information, it will be provided by city staff based on our observations.**

### **Ethnicity/Race**

\_\_\_ African American/African

\_\_\_ Asian/Pacific Islander

\_\_\_ Caucasian

\_\_\_ Hispanic/Latino

\_\_\_ Native American

\_\_\_ Other

### **Gender**

\_\_\_ Female

\_\_\_ Male

**ORDINANCE 99-050- ARTICLE III, ORDINANCE 2009-03 & ORDINANCE 2010-08**

**ARTICLE III POLICIES FOR WATER SERVICE DEPOSITS & ADDITIONAL FEES**

1. ALL CUSTOMERS WITH WATER METERS INSTALLED BY THE CITY SHALL BE BILLED AT LEAST THE MONTHLY MINIMUM FEE OF \$13.00 REGARDLESS OF WATER USAGE (\$14.80 OUTSIDE CITY) MINIMUM MONTHLY FEE OF \$15.00 REGARDLESS OF SEWER USAGE (\$16.80 OUTSIDE CITY).
2. CUSTOMER MAY REQUEST REMOVAL OR LOCK OF WATER METER TO AVOID THE MONTHLY MINIMUM FEE. A FEE OF \$25.00 SHALL BE CHARGED FOR REMOVAL OR LOCK & \$25.00 FOR REINSTALLATION OR UNLOCK OF THE METER AT A LATER DATE.
3. DURING ANY ONE YEAR PERIOD (JANUARY – DECEMBER) A CUSTOMER MAY REQUEST AT NO CHARGE TO HAVE THEIR WATER METER CHECK FOR ACCURACY ONE TIME WHEN THERE IS REASON TO BELIEVE THAT THE METER IS NOT WORKING PROPERLY. ADDITIONAL CHECKS OF THE WATER METER REQUESTED BY THE CUSTOMER DURING THE SAME YEAR WILL BE CHARGED AT THE RATE OF \$50.00 PER CHECK UNLESS THE METER IS FOUND NOT WORKING PROPERLY.
4. THE CITY OF PRIMERA RESERVES THE RIGHT TO REPLACE OR REPAIR ANY WATER METERS THAT ARE NOT WORKING PROPERLY AT THE SOLE DISCRETION OF THE CITY.
5. WATER METERS THAT HAVE BEEN FOUND TO BE DEFECTIVE MAY RESULT IN AN ADJUSTMENT ON WATER USAGE AT THE SOLE DISCRETION OF THE CITY.
6. **ALL OWNERS MUST BRING PROOF OF OWNERSHIP & A \$100.00 DEPOSIT IS REQUIRED. A SERVICE FEE OF \$50.00 IS NON REFUNDABLE.**
7. **TENANTS OF RENTAL PROPERTY REQUESTING WATER SERVICE TO THE PROPERTY IN THEIR NAME WHERE THE PROPERTY ALREADY HAS A WATER METER SHALL PAY IN ADVANCE A FEE OF \$25.00 TO CONNECT THE WATER SERVICE, A FEE OF \$25.00 FOR DISCONNECTING THE WATER SERVICE WHEN IT IS TERMINATED, & A RENTAL FEE OF \$200.00. A TOTAL OF \$250.00 NEEDS TO BE PAID BEFORE WATER WILL BE PROVIDED. A SERVICE FEE OF \$50.00 IS NON REFUNDABLE**
8. ALL CONTRACTORS WHO REQUEST A 2 INCH WATER METER ON A FIRE HYDRANT SHALL PAY A SECURITY DEPOSIT OF \$350.00, WHICH IS REFUNDABLE UPON RETURN IF THE METER IS IN GOOD WORKING ORDER.
9. PRIMERA WATERWORKS RESERVES THE RIGHT TO TERMINATE SERVICES FOR ANY VIOLATIONS & CHARGE FOR A NEW TAP FEE WHEN VIOLATION HAS OCCURRED.
10. ALL CUSTOMERS DISCONNECTED FOR NON-PAYMENT WILL REQUIRE A RECONNECT FEE OF \$25.00 FOR NORMAL WORK HOURS & AFTER HOURS IS \$50.00.

A COPY OF 99-250 IS AVAILABLE UPON REQUEST AT THE CITY HALL.

PLEASE NOTE:

**YOUR BILL IS DUE UPON RECEIPT.** YOU HAVE UNTIL THE 20<sup>TH</sup> OF EACH MONTH TO PAY YOUR BILL. AFTER THE DUE DATE A 10% LATE CHARGE WILL BE ADDED TO YOUR BILL. AFTER TEN (10) DAYS FROM THE 20<sup>TH</sup> IF YOUR BILL HAS NOT BEEN PAID, YOUR WATER WILL BE DISCONNECTED & A \$25.00 RECONNECT CHARGE WILL BE ADDED TO YOUR BALANCE. YOUR METER WILL NOT BE RECONNECTED UNTIL THE ENTIRE BALANCE (INCLUDING THE RECONNECT CHARGE) IS **PAID IN FULL.**

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

## SERVICE AGREEMENT

1. PURPOSE THE PRIMERA WATERWORKS IS RESPONSIBLE FOR PROTECTING THE DRINKING WATER SUPPLY FROM CONTAMINATION OR POLLUTION, WHICH COULD RESULT FROM IMPROPER PLUMBING PRACTICES. **THE PURPOSE OF THE 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 AGREEMENT BEFORE THE PRIMERA WATERWORKS 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.
2. PLUMBING RESTRICTIONS: THE FOLLOWING UNACCEPTABLE PLUMBING PRACTICES ARE PROHIBITED BY THE STATE REGULATIONS.
  - a. NO DIRECT CONNECTION BETWEEN THE PUBLIC DRINKING WATER SUPPLY AND A POTENTIAL SOURCE OF CONTAMINATION IS PERMITTED. POTENTIAL SOURCE OF CONTAMINATION SHALL BE ISOLATED FROM THE 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 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 CAN 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.
3. SERVICE AGREEMENT: THE FOLLOWING ARE THE TERMS OF THE SERVICE AGREEMENT BETWEEN THE PRIMERA WATERWORKS (THE WATER SYSTEM) AND \_\_\_\_\_ THE CUSTOMER.
  - a. THE WATER SYSTEM WILL MAINTAIN A COPY OF THIS AGREEMENT AS LONG AS THE CUSTOMER AND/OR THE PREMISES ARE 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 WATER SYSTEM OR ITS DESIGNED AGENT PRIOR TO INITIATING NEW WATER SERVICE; WHEN THERE IS REASON TO BELIEVE THAT CROSS-CONNECTIONS OR OTHER UNACCEPTABLE PLUMBING PRACTICES EXISTS; OR AFTER ANY MAJOR CHANGES TO THE PRIVATE PLUMBING 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-CONNECTIONS OR OTHER UNACCEPTABLE PLUMBING PRACTICE, WHICH HAS BEEN IDENTIFIED DURING THE INITIAL INSPECTION OR THE PERIODIC REINSPECTION.
  - d. THE CUSTOMER SHALL IMMEDIATELY CORRECT ANY UNACCEPTABLE PLUMBING PRACTICES ON HIS PREMISES.
  - 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.
4. 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 PROPERTY INSTALL, TEST, OR 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.

CUSTOMERS SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_