



## SERVICE APPLICATION / SOLICITUD DE SERVICIO

**Any request made after 1:00PM will be processed for the next business day.**

**Cualquier solicitud de servicio después de la 1:00PM será procesada el próximo día hábil.**

Effective Service Date / Fecha de Servicio: \_\_\_\_\_

Service Address / Dirección de Servicio: \_\_\_\_\_ McAllen, TX

**Account Holder Type / Titular de la Cuenta:**

Owner / Dueño       Tenant / Inquilino       Realtor / Agente       Contractor / Contratista

**If business, please check one of the following and enter TAX ID#: (Must provide legal business documents)**

**Business Type / Tipo de Empresa:**

Sole Proprietorship       Limited Liability Company (LLC)       Incorporation or Corporation  
 Limited Company (LTD)       Partnership      **TAX ID #:** \_\_\_\_\_

Customer Information / Información del Cliente

Name or Business Name / Nombre o Nombre de la Empresa: \_\_\_\_\_

Authorized Person(s) / Persona(s) Autorizada: \_\_\_\_\_

Phone Number(s) / Número(s) de Teléfono: \_\_\_\_\_

Email / Correo Electrónico: \_\_\_\_\_

Employer / Lugar de Empleo: \_\_\_\_\_

Driver License or ID # / Número de Identificación: \_\_\_\_\_ **Must provide copy / Debe proporcionar copia**

Mailing Address / Dirección de Correspondencia: \_\_\_\_\_

City / Ciudad: \_\_\_\_\_ State / Estado: \_\_\_\_\_ Zip Code / Código Postal: \_\_\_\_\_

By signing below, I understand and agree to be responsible for and pay all charges and fees incurred for water services provided in accordance with Chapter 106 of the McAllen Code of Ordinances. For a business entity, I certify that I am authorized to execute this agreement and bind said entity.

*Al firmar este documento, Yo entiendo y acepto las responsabilidades de pagar todos los cargos y cuotas generadas por los servicios de agua proporcionados de acuerdo con el Capítulo 106 del Código de Ordenanzas de McAllen. Para una entidad comercial, yo certifico que estoy autorizado para ejecutar este acuerdo y unir dicha entidad.*

**By typing your name and date on this page, you acknowledge you have read, understood, and agree to the responsibilities listed on this page. Your typed name is considered your legal signature for purposes of this application.**

*Al escribir electrónicamente su nombre y fecha en esta página, usted acepta que ha leído, entendido y está de acuerdo con las responsabilidades mencionadas en esta página. Su nombre escrito electrónicamente es considerado su firma legal en esta solicitud.*

E-Sign: Name / Nombre: \_\_\_\_\_ Date / Fecha: \_\_\_\_\_

## SERVICE AGREEMENT

I. **PURPOSE** The McAllen Public Utility (MPU) 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 these restrictions to ensure the public's health and welfare. Each customer **MUST** sign this agreement before the McAllen Public Utility will begin service. In addition, when services to an existing connection has been suspended or terminated, the MPU will not establish service unless it has a signed copy of this 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 a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the MPU by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the MPU 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 0.25 percent 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 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human consumption.
- F. Water for human consumption shall only be conveyed through EPA approved plumbing lines.

III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the McAllen Public Utility and the customer.

- A. The MPU will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the MPU.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the MPU or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the MPU normal business hours.
- C. The MPU 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, properly install, test, and maintain any backflow prevention device required by the MPU. Copies of all testing and maintenance records shall be provided to the MPU.
- F. Utility employees shall be allowed access for the purpose of reading, testing, installing, maintaining and removing meters and using utility cutoff valves.
- G. Customer must keep and maintain meter area free and clear of any obstruction that will prohibit or hinder access to the water meter.
- H. The Customer shall not build upon any easement, a fence, wall, or other structure which will prevent, restrict, or hinder access to underground public utility lines, valves, or other appurtenances which require inspection, use, or maintenance.
- I. The Customer shall pay all charges and fees incurred for water services provided during the term of the agreement.

IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the MPU 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 agreement shall be billed to the Customer. CD:1:14  
**By typing your name and date on this page, you acknowledge you have read, understood, and agree to the responsibilities listed on this page. Your typed name is considered your legal signature for purposes of this application.**

*Al escribir electrónicamente su nombre y fecha en esta página, usted acepta que ha leído, entendido y está de acuerdo con las responsabilidades mencionadas en esta página. Su nombre escrito electrónicamente es considerado su firma legal en esta solicitud.*

E-Sign: Printed Name / Nombre: \_\_\_\_\_ Date / Fecha: \_\_\_\_\_

Customer Number (Office Use Only): \_\_\_\_\_

Printed Name / Nombre: \_\_\_\_\_

**NOT FOR BUSINESS ENTITIES / NO PARA LAS ENTIDADES EMPRESARIALES**

Customer Number (Office Use Only): \_\_\_\_\_

**NOTICE OF RIGHT TO REQUEST DISCLOSURE OF PERSONAL INFORMATION**

Except as provided by section 182.054 of the Texas Utility Code, the McAllen Public Utility may not disclose personal information in your account record, or any information relating to the volume or units of utility usage or the amounts billed to or collected from you for utility usage, unless you request that the McAllen Public Utility disclose the information. You may request disclosure of your information by checking the box below and returning this form to us either by mail or electronically. However, McAllen Public Utility is not prohibited from disclosing personal information in your account record to federal, state and local agencies, other utilities, consumer reporting agencies, McAllen Public Utility employees and contractors, and persons for whom you have contractually waived confidentiality.

I request and authorize McAllen Public Utility to disclose personal information in my account record or any information relating to the volume or units of utility usage or the amounts billed to or collected from you for utility usage.

**AVISO DE DERECHO A SOLICITAR LA DIVULGACIÓN DE INFORMACIÓN PERSONAL**

Excepto por lo dispuesto en la sección 182.054 del Código de Servicios Públicos de Texas, McAllen Public Utility no puede divulgar información personal en el registro de su cuenta, o cualquier información relacionada con el volumen o las unidades de uso de servicios públicos o los montos facturados o cobrados de usted por el uso de servicios públicos, a menos que solicite que McAllen Public Utility divulgue la información. Puede solicitar la divulgación de su información marcando la casilla a continuación y devolviéndonos este formulario por correo o electrónicamente. Sin embargo, McAllen Public Utility no tiene prohibido divulgar información personal en el registro de su cuenta a agencias federales, estatales y locales, otras empresas de servicios públicos, agencias de informes del consumidor, empleados y contratistas de McAllen Public Utility y personas a las que haya renunciado contractualmente a la confidencialidad.

Solicito y autorizo a McAllen Public Utility a divulgar información personal en el registro de mi cuenta o cualquier información relacionada con el volumen o las unidades de uso de servicios públicos o los montos facturados o cobrados de usted por el uso de servicios públicos.

By typing your name and date on this page, you acknowledge you have read, understood, and agree to the responsibilities listed on this page. Your typed name is considered your legal signature for purposes of this application.

*Al escribir electrónicamente su nombre y fecha en esta página, usted acepta que ha leído, entendido y está de acuerdo con las responsabilidades mencionadas en esta página. Su nombre escrito electrónicamente es considerado su firma legal en esta solicitud.*

E-Sign: Printed Name / Nombre: \_\_\_\_\_ Date / Fecha: \_\_\_\_\_