



# Copeville SUD

Strengthening our community with  
quality and service

Office 972-853-4630  
Fax 972-853-0060

[www.copevillewater.com](http://www.copevillewater.com)  
[mywater@copevillewater.com](mailto:mywater@copevillewater.com)

## Requirements for New Service

### Paperwork Required:

- Completed Service Application & Agreement (in office or online at [www.copevillewater.com](http://www.copevillewater.com) under forms)
- Signed copy of your warranty deed provided at closing. If Renting/Leasing, then a copy of your lease or rental agreement is needed and we will need current owner information on file as well.
- Notarized Right of Way Easement may be required if we do not have one by previous owner/builder. (After providing a copy of your deed this will be provided for you to sign if needed.)

### Fees/Inspections Required:

- Non-Refundable Administration Fee \$200.00
- New Standard Meter Tap Fee \$3300.00
- Reconnect Fee \$50.00 - If service has already been disconnected by previous owner.
- Certified Plumbing Inspector must complete a Customer Service Inspection (scheduled after you've moved in since the dishwasher and icemaker is included in the inspection) \$50.00
- Backflow Prevention Inspection (reduced pressure zone or RPZ) yearly \$50.00
  - You will need an RPZ if you have a lawn sprinkler system and onsite sewage facility (septic system).
- If you have bought property that will need a meter installed, please contact the office for pricing.
- No fencing is to be installed around the meter box unless a gate is located beside the box making it easily accessible to the meter reader.

## Important Information

It is the customer's responsibility to inform Copeville SUD of contact information changes (example: billing address, phone number, draft information, email address) at any time after submission of application.

The water bill is due date on the 10<sup>th</sup> of every month. There is a minimum monthly charge of **\$20.00** for all standard meters and a **\$50.00** minimum for a 1" meter, there is no water included in the minimum fee. There will be a \$20.00 penalty for any payment made after the 10<sup>th</sup>. Water meters are read each month on or close to the 18<sup>th</sup> of each month and mailed on or before the 25<sup>th</sup> of each month. Bills are considered delivered unless returned by the US Post Office. Failure in delivery does not excuse or authorize a delay in payment. If you think an error has been made on your bill, please contact us immediately. If you have not received your water bill by the 1<sup>st</sup> of the month please contact the water office. There will be a 25.00 returned check/draft fee.

Payments may be mailed to the PO Box above or dropped at the water office located at 16120 FM 1778 Nevada, TX 75173. We accept Visa, MasterCard, Discover, and American Express payable at the water office, by phone 972-843-1375 or online at [www.copevillewater.com](http://www.copevillewater.com). There is a \$2.00 convenience fee for credit card transactions.

\*\*Sign up for Alerts on our website and you will be notified via text message of any water outages.

Late/Disconnect notices are mailed out on the 11<sup>th</sup> of every month, payment must be received by the 25<sup>th</sup> of the same month to avoid service disconnection. If the meter has been locked there will be a \$50.00 reconnect fee within office hours and \$100.00 reconnect fee after office hours, and any outstanding balance will have to be paid before reconnection.

Water leaks on the customer side of the meter are the responsibility of the customer. Copeville SUD has a leak policy that might be able to help with your bill. If you have a leak, please call the office to discuss options available.

Customer should install a pop off valve or expansion chamber on the hot water heater because Copeville SUD is a closed water system.



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## Other Service Providers available in the area

### **Electric Providers**

Encore Electric 1-888-313-6862  
Farmers Electric Co-operative 903-455-1715  
First Choice – 1-566-469-2461  
TXU – 1-800- 242-9113

### **Propane Providers**

Ameri Gas – 1-800-442-1738  
Collins Propane – 972-442-1078  
Red River Gas – 1-800-750-2374

### **Trash Providers**

Barnes Waste – 972-734-3333  
Change Recycling 903-751-1411  
Homeland Waste Management – 972-454-9005  
Roberts Trash – 972-736-2541

### **Internet**

Frontier 1-877-703-5488  
Rise Broadband – 844-411-7473  
Shout Broadband 214-307-4688  
WI-Five – 469-447-4076

### **Telephone**

ATT – 1-800-986-6020  
Frontier – 1-800-921-8102

### **Satellite Television**

Direct TV – 1-888-777-2425  
Dish – 1-888-825-2557

### **United States Post Office**

Copeville – 15104 CR 549 Copeville, TX 75121 (po box rentals & mail drop off only)  
Nevada – 102 S FM 1138 Nevada, TX 75173  
Farmersville – 213 McKinney ST Farmersville, TX 75442

<b><u>DISTRICT USE ONLY</u></b>	
Date Approved:	_____
Service Classification:	_____
Cost:	_____
Work Order Number:	_____
Eng. Update:	_____
Account Number:	_____
Service Inspection Date:	_____



## SERVICE APPLICATION AND AGREEMENT

**Please Print:** DATE \_\_\_\_\_ Own \_\_\_\_\_ Rent \_\_\_\_\_

APPLICANT'S NAME \_\_\_\_\_

CO-APPLICANT'S NAME \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

BILLING ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER – Home (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Cell (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

PROOF OF OWNERSHIP/RENTAL AGREEMENT PROVIDED BY: Contract for Deed Lease Agreement Warranty Deed

LEGAL DESCRIPTION OF PROPERTY (Include name of road, subdivision with lot and block number)

ACREAGE \_\_\_\_\_ SQUARE FOOTAGE \_\_\_\_\_

NUMBER IN FAMILY \_\_\_\_\_ LIVESTOCK & NUMBER \_\_\_\_\_

SPECIAL SERVICE NEEDS OF APPLICANT \_\_\_\_\_

NOTE: FORM MUST BE COMPLETED BY APPLICANT ONLY.

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

THIS SERVICE APPLICATION AND AGREEMENT (“Agreement”) made this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between Copeville Special Utility District, a district organized under the laws of the State of Texas (“the District”) and

\_\_\_\_\_  
(Print Name “ the Applicant”),

Witnessed:

The District shall sell and deliver retail water service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the District in accordance with the Rate Order of the District as amended from time to time by the Board of Directors of the District. Upon compliance with said policies and the terms of this Agreement, including payment of a non-refundable administration fee, the Applicant qualifies for service as a new applicant.

The Applicant shall pay the District for service hereunder as determined by the District Rate Order and upon the terms and conditions set forth therein, a copy of which may be obtained from the District office or online at [www.copevillewater.com](http://www.copevillewater.com). A copy of this Agreement shall be executed before service may be provided to the Applicant.

The District shall have the authority to discontinue and cancel the service in the event the Applicant does not comply with any policy or not paying any utility fees or charges as required by the District published rates, the District’s Rate Order, fees, and conditions of service. At any time that service is discontinued, terminated, or suspended, the District shall not re-establish service unless it has a current, signed copy of this Agreement and the conditions for reconnection of service have been met.

All water shall be metered by meters to be furnished and installed by the District. The meter connection is for the sole use of the customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property to another, to share, resell, or submeter water to any other persons, dwellings, businesses, or property, etc., is prohibited by Texas Commission on Environmental Quality regulations and the District's Rate Order .

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Applicant's property at a point to be chosen by the District, and shall have access to its property and equipment located upon the Applicant's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of the District's business operations, and upon discontinuance of service the District shall have the right to remove any of its equipment from the Applicant's property. The Applicant shall install, at his or her own expense, any necessary service lines from the District's facilities and equipment to the point of use, including any customer service isolation valves, backflow prevention devices, clean-outs, and other equipment as may be specified by the District. The District shall also have access to the Applicant's property for the purpose of inspecting for possible cross-connections, potential contamination hazards, illegal lead materials, and any other violations or possible violations of state and federal statutes and regulations, including but not limited to those relating to the federal Safe Drinking Water Act, Chapter 341 of the Texas Health & Safety Code, or the District's Rate Order and service policies.

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This Agreement serves as notice to the Applicant of the restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. The following undesirable practices are prohibited by state regulations and can result in termination of service by the District:

- 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 assembly in accordance with state regulations.
- 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 proper installation of an air gap or a reduced pressure-zone backflow prevention assembly and a service agreement must exist for annual inspection and testing by a certified backflow prevention device tester.

- c. No connection which allows condensing, cooling, or industrial process water to be returned to the public drinking water supply is permitted.
- d. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human consumption.
- e. No solder or flux which contains more than 0.2 % lead may be used for the installation or repair plumbing at any connection which provides water for human consumption.

The District shall maintain a copy of this Agreement as long as the Applicant is connected to the public water system. The Applicant shall allow the property to be inspected for possible cross-connections, potential contamination hazards (i.e., Customer Service Inspection), and illegal lead materials. These inspections shall be conducted by the District or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the District normal business hours.

The District shall notify the Applicant in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. The Applicant shall immediately correct any undesirable practice on their premises. The Applicant shall, at his or her own expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District as required. Failure to comply with the terms of this Agreement shall cause the District to 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 Applicant.

In the event the total water supply is insufficient to meet the demand of all of the system customers, or in the event there is a shortage of water, the District may initiate the Emergency Rationing Program as specified in the District Rate Order or Drought Contingency Plan . By execution of this Agreement, the Applicant hereby shall comply with the terms of said program.

By execution hereof, the Applicant shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by The District or its contractors, tampering by other customers/users of the District, normal failures of the system, or other events beyond the District's control or otherwise.

By execution hereof, and as consideration for the provision of water service, Applicant provides the District with all permanent easements and access necessary now or in the future to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve the Applicant as well as the District purposes in providing system wide service for existing or future customers.

By execution hereof, the Applicant agrees that non-compliance with the terms of this Agreement by the Applicant or any other person at the service location shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the District. In the event Applicant does not occupy the property and rents or allows another person to occupy the property, Applicant acknowledges and agrees by execution hereof that Applicant is responsible for all past due balances, bills and other fees incurred by such renter or person occupying the property. Applicant is responsible for all such balances, bills and fees until such time as Applicant submits a completed Request for Service Discontinuance to the District.

Any misrepresentation of the facts by the Applicant on this Agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Rate Order.

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District Representative

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Applicant

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Co-Applicant

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Date



Rates & Billing Information

Table with 2 columns: Description and Amount. Includes items like NEW METER TAP & INSTALLATION, NON-REFUNDABLE ADMINISTRATION FEE, and various water usage rates.

Billing cycle: due date is 10th of each month. Late charge: \$20.00 is assessed if not paid by due date.

Meters are read mid-month with bills mailed on or before the 25th. Bills are considered delivered unless returned by the U.S. Post Office.

Payments: payments may be mailed to the above address or dropped at the office located at 16120 FM 1778 in Copeville. We accept Visa, MasterCard, Discover, and American Express.

Disconnect notices: notices are mailed to all delinquent accounts on the 11th of each month. Please call if you have a problem with paying on time.

Reconnect fees: (following disconnect for non-payment) Monday - Friday 8:00 a.m. - 4:00 p.m. there is a \$50.00 reconnect fee.

Table with 2 columns: Description and Amount. Lists fees such as Late Charge, Return Check, Service Inspection Fee, Vacuum Breaker, and Credit Card Convenience Fee.

Water leaks: if leak is on customer's side of the meter, cost of repair and water used is customer's responsibility.

Customer should install a pop-off valve or expansion chamber on their hot water heater due to Copeville Special Utility District being a closed system.

Applicant

District Representative

Co-Applicant





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Dear New Customer,

Copeville SUD requires a Customer Service (CSI) & Backflow inspection to be done which are required by the state of Texas. A CSI is required to be performed on a property that has recently changed owners or a re-model has been completed. All faucets will be checked along with the refrigerator and dishwasher to make sure they are unable to act as a siphon and pull water back into the water system, and that no lead solder is present.

You are also required to have a yearly backflow inspection on the Reduced Pressure Zone (RPZ) to make sure it is working properly. You will need an RPZ if you have a lawn sprinkler system and onsite sewage facility (septic system).

*TCEQ TAC 30 Chapter 290 §290.46(j) A customer service inspection certificate shall be completed prior to providing continuous water service to new construction, on any existing service either when the water purveyor has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction, or addition to the private water distribution facilities.*

*TCEQ TAC 30 Chapter 290 §290.44(h)(4) All backflow prevention assemblies that are required according to this section and associated table located in §290.47(f) of this title shall be tested upon installation by a licensed backflow prevention assembly tester and certified to be operating within specifications. Backflow prevention assemblies which are installed to provide protection against health hazards must also be tested and certified to be operating within specifications at least annually by a licensed backflow prevention assembly tester.*

*\*There are fees associated with these inspections and will be explained to you in office at the time of sign-up.*

I \_\_\_\_\_ agree to contact the Copeville SUD office to schedule the  
(Customer Name)  
appropriate inspection(s) required. Customer Service and/or Backflow Inspection(s) need to be scheduled  
within 10 days of today \_\_\_\_\_.

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

Thank you,

*Darlene Hurth*

Office Manager, Copeville Special Utility District





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## Draft Authorization

This authorizes the Copeville Special Utility District and my financial institution to automatically pay my monthly water bill out of my bank account. I agree to all terms of the authorization.

*IMPORTANT: A voided check must be attached to this form.*

### Customer Information:

Copeville Special Utility District Account Number \_\_\_\_\_

Your Name (as it appears on the bank account): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code: \_\_\_\_\_

Cell/Home Number: \_\_\_\_\_ Work Number \_\_\_\_\_

### Bank Information:

Bank Account No: \_\_\_\_\_ (Checking accounts only)

Name of Bank: \_\_\_\_\_

Bank ABA Routing#: \_\_\_\_\_

Bank Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

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

CANCELLATION OF ACH DRAFT

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





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## **Authorization Agreement for Fire Department Contributions**

Company Name: Copeville Special Utility District

I(we) hereby authorize Copeville Special Utility District, here after called DISTRICT, to add a recurring \$2.00 monthly contribution charge to my water bill for my local Volunteer Fire Department.

Fire  
Department \_\_\_\_\_

This authorization is to remain in force until the DISTRICT has received written notification from account holder of its termination. Termination notification must be received by the 20<sup>th</sup> of the month.

Name(s) \_\_\_\_\_

Account Number(s) \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_