



Requirements for New Service Non-Standard Service

Paperwork Required:

- Completed Service Application & Agreement (in office or online at www.copevillevater.com under forms)
- Photo ID
- A Notarized Right of Way Easement may be required if we do not have one by the previous owner/builder. (After providing a copy of your deed this will be provided for you to sign if needed.)

- **Fees/Inspections Required:**
- Residential Standard Meter Tap Fee \$4000.00
- 1" Meter Tap Fee \$6,000.00
- 2" Meter Tap Fee \$15,000.00
- If a road bore is necessary to bring water service to the property, the Customer will be charged \$30.00 per foot.
- Non-Refundable Administration Fee \$200.00
- Reconnect Fee \$75.00 - If the service has already been disconnected by the 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) \$75.00



DISTRICT USE ONLY

Date Approved: _____
Service Classification: _____
Cost: _____
Work Order Number: _____
Eng. Update: _____
Account Number: _____
Service Inspection Date: _____

NON-STANDARD RESIDENTIAL SERVICE APPLICATION AND AGREEMENT

Please Print: SERVICE DATE _____ Own _____ Rent _____

APPLICANT'S NAME _____

CO-APPLICANT'S NAME _____

SERVICE ADDRESS: _____

MAILING ADDRESS:

PHONE NUMBER –Cell #1 (_____) _____ - _____ Cell #2 (_____) _____ - _____

EMAIL ADDRESS _____

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. 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.

District Representative

Applicant

Co-Applicant

Date

Non-Standard Rates & Billing Information

Monthly Minimum Service Fees

5/8" x 3/4" Monthly Minimum (No Water Included) . . . \$28.00

3/4" x 3/4" Monthly Minimum (No Water Included) . . . \$30.00

1" Monthly Minimum (No Water Included) \$50.00

2" Monthly Minimum (No Water Included) \$160.00

State Mandated Regulatory Assessment Fee . 1/2 % of Total Bill For Water Only

Water Rates

0 – 5,000 Gallons \$9.13 Per 1,000 Gal

5,001 – 10,000 Gallons \$12.96 Per 1,000 Gal

10,001 – 20,000 Gallons \$13.73 Per 1,000 Gal

20,001 – 25,000 Gallons \$14.48 Per 1,000 Gal

25,001 – 30,000 Gallons \$15.63 Per 1,000 Gal

Over 30,000 Gallons \$16.87 Per 1,000 Gal

Irrigation Only Water Rates

0 – 5,000 Gallons and up \$17.50 Per 1,000 Gal

The billing due date is the 10th of each month and late charges are assessed on the 11th of the month if the bill has not been paid. Meters are read around the 19th of the previous month with bills mailed on or before the 25th. Bills are considered delivered unless returned by the U.S. Post Office. If you think an error has been made on your bill, please contact us immediately.

Disconnect notices are mailed to all delinquent accounts on the 11th of each month. Please call by the 25th if you have a problem with paying on time. Meters are locked on the 26th of the month and will incur a \$75.00 Service Reconnect Fee during office hours Mon-Fri 8:00 am – 4:30 pm and a \$150.00 Service Reconnect Fee after hours.

Payments may be mailed to the above PO Box address or dropped off at the office located at 16120 FM 1778 in Copeville. We accept Visa, MasterCard, Discover, and American Express payable in either the office, by phone 972-784-1163 or online at www.copevillevater.com.

Return Check \$30.00

Vacuum Breaker \$10.00

Paystar Convenience Fee. \$0.01 - \$50.00 = \$1.95

\$50.01 - \$100.00 = \$2.65

\$100.01 - \$2000.00 = 2.65%

All outside water faucets must be 12 inches above grade level and have an Atmospheric Vacuum Breaker installed.

Backflow Prevention requirements you will need a (RPZ) reduced pressure zone assembly installed if you have a lawn sprinkler system and onsite sewer. A yearly inspection on the (backflow assembly device) scheduled through SC Tracking Solutions is required.

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.

Water leaks: if the leak is on the customer's side of the meter, the cost of repair and water used is the customer's responsibility. Please check with the office after the leak has been repaired to see if you might qualify for a leak adjustment. **Customers should install a pop-off valve or expansion chamber on their hot water heater due to Copeville Special Utility District being a closed system.**

You can view your water meter data anytime by creating a BillPay account through www.copevillewater.com to see your hourly, daily and monthly water usage. You can also set specific parameters for alerts to be sent to you regarding possible leaks.

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

Pinnacle Propane – 972-442-1078
Red River Gas – 1-800-750-2374
McCraw Oil & Propane - 972-914-3689

Trash Providers

Cards – 972-734-3333
Blackjack Disposal – 972-427-7770
Country Cousins – 972-643-8868
Stampede Waste, LLC – 903-268-0897
Roberts Trash – 972-736-2541

Internet

Frontier 1-877-703-5488
Rise Broadband – 844-411-7473

Shout Broadband 214-307-4688WI-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

SC Tracking Solutions (backflow inspections)

<https://www.sctrackingsolutions.com/>

Applicant

District Representative

Co-Applicant

Office 972-853-4630

**Copeville SUD**Strengthening our community with
quality and servicewww.copevillewater.com
mywater@copevillewater.com

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: _____

Tina Drennan
Office Manager
Copeville SUD
972-853-4630 Fax 972-853-0060
www.copevillewater.com

Office 972-853-4630



Copeville SUD

Strengthening our community with
quality and service

www.copevillewater.com
mywater@copevillewater.com

Draft Authorization

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

☐ I want my bill to be automatically paid monthly using the bank information below.

☐ I also want my water startup fees to be drafted using the bank information below.
(You must sign up for automatic payments to use this option.)

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: _____



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 the account holder of its termination. Termination notification must be received by the 20th of the month.

Name(s) _____

Account Number(s) _____

Date _____

Signature _____