

TRI SPECIAL UTILITY DISTRICT



300 WEST 16TH
MOUNT PLEASANT, TEXAS 75455
PH# 903-572-3676 FAX 903-572-4701

SERVICE APPLICATION AND AGREEMENT

DISTRICT USE ONLY

Service Classification: _____

Cost: _____

Account Number _____

Please Print:

DATE _____

APPLICANT'S NAME _____

CO-APPLICANT'S NAME _____

BILLING ADDRESS:

If you do NOT have a mail receptacle, please do not list service address as billing address. List temporary alternate address here: until _____ (date)

Primary Phone (_____) _____ - _____

Secondary Phone (_____) _____ - _____

e-mail _____

DRIVERS LICENSE NO. OF APPLICANT _____ DL# OF CO-APPLICANT _____

(PICTURE ID FOR BOTH REQUIRED)

911 ADDRESS (PHYSICAL ADDRESS) AT WHICH APPLICANT REQUESTS SERVICE:

ACREAGE _____ HOUSEHOLD SIZE (Approx. Sq. Footage) _____

NUMBER IN FAMILY _____ LIVESTOCK & NUMBER _____

SPECIAL SERVICE NEEDS OF APPLICANT _____

SWIMMING POOL YES OR NO

SPRINKLER SYSTEM YES OR NO

NOTE: FORM MUST BE COMPLETED BY APPLICANTS ONLY. A MAP OF SERVICE LOCATION MAY BE REQUESTED.

APPLICANT SIGNATURE

CO-APPLICANT SIGNATURE

The following information is requested by the Federal Government in order to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking service. 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.

Race/National Origin

WHITE BLACK AMERICAN INDIAN ASIAN OR PACIFIC OTHER MALE FEMALE
 OR ALASKAN NATIVE ISLANDER

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**RULE FOR SERVICE FOR
DETERMINATION OF OWNERSHIP OF PROPERTY
SUBJECT TO WATER SERVICE**

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Requirements for Service

Each customer of the District shall be the owner of the real property for which service is requested or shall be a tenant under a valid lease agreement with the owner of the real property. The customer shall provide proof of ownership or a valid lease agreement covering the real property to which service is requested. Requests for service may be denied by the District for failure to provide such proof of ownership or evidence of a valid lease agreement.

Upon the death of a customer, the subsequent transferee of the property owned by the customer shall notify the District within ten (10) days of the death of the property owner and provide the satisfactory evidence of ownership of the real property or a valid lease agreement to the District. The transferee of the property shall execute a new or amended Service Agreement required by the District. The personal representative of the deceased property owner may be designated as the property owner during the administration of the estate of the deceased property owner, but only until the property has been distributed by the personal representative.

Notice by District

The District may, at any time it shall receive information which indicates that a customer receiving service is not the owner of the real property or holder of a valid lease to the property, send notice by certified mail to the last known address contained in the Service Agreement, requesting that the customer provide proof of ownership of the property or a valid lease agreement and a requirement to execute a new Service Agreement. Failure of the customer to respond within ten (10) days of the mailing of this request by the District may result in termination of service by the District at the property.

Satisfactory Evidence of Ownership of Property

The District shall accept as satisfactory evidence of ownership of the property one or more of the following:

- A. Deed --A copy of deed to real property.
- B. Lease Agreement --A copy of a valid Lease Agreement. In the event of an oral lease agreement with the legal owner, the District may require a written statement from the legal owner that a lease agreement exists and the duration of such lease agreement.
- C. Will of Deceased Property Owner - A copy of the deceased property owner's duly probated will. The District may require a certified copy of the deceased property owner's will if required by the District's legal counsel.
- D. Determination of Heirship – A court order issued by a Court of competent jurisdiction determining the heirship of the deceased property owner.
- E. Recorded Affidavit of Heirship - A copy or a certified copy of an Affidavit of Heirship of the deceased property owner recorded in the county in which the property is located.
- D. Affidavit Provided by the District – The District may provide documents to be signed under oath by the heirs determining the owner of the property of the deceased property owner, if a transferee is unable to provide any of the other documents.

**TRI SPECIAL UTILITY DISTRICT**

**AGREEMENT** made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, between Tri Special Utility District, organized under the laws of the State of Texas (hereinafter called the District) and \_\_\_\_\_, (herein after called the Applicant).

**Witnesseth:** The District shall sell and deliver water and/or wastewater service to the Applicant and the Applicant shall purchase, receive, and/or reserve service from the District in accordance with the Service Policies of the District, as amended from time to time by the Board of Directors of the District. Upon compliance with said Policies, including payment of a deposit, the Applicant shall become eligible to receive service.

The Applicant shall pay the District for service hereunder as determined by the District's Service Policies and upon the terms and conditions set forth therein, a copy of which has been provided as an information packet, for which Applicant acknowledges receipt hereof by execution of this Agreement. A copy of this Agreement shall be executed before service may be provided to the Applicant.

The Board of Directors shall have the authority to **discontinue, terminate or suspend the service** to any customer not complying with any policy or not paying any utility rates, fees or charges as required by the District's published Service Policies. At any time service is discontinued, terminated or suspended, the District shall not re-establish service unless it has a current, signed copy of this agreement.

Initial

All water shall be metered by meters to be furnished and installed by the District. **The meter 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 sub meter water to any other persons, dwellings, businesses, or property, etc., is prohibited.**

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 meter and equipment located upon Applicant's premises at all reasonable and necessary times for any purpose connected with or in the furtherance of its 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 their own expense, any necessary service lines from the District's facilities and equipment to the point of applicant's use, including any customer service isolation valves, backflow prevention devices, pressure regulators, 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 relating to the federal Safe Drinking Water Act or Chapter 341 of the Texas Health & Safety Code or the District's Service Policies.**

Initial

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. This service agreement serves as notice to each customer of the plumbing 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 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 public water system by an air gap or an appropriate backflow prevention assembly in accordance with state plumbing regulations. Additionally, all pressure relief valves and thermal expansion devices must be in compliance with state plumbing codes.
- 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 on or after July 1, 1988, 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 on or after July 1, 1988, at any connection which provides water for human consumption.

The District shall maintain a copy of this agreement as long as the Applicant and/or premises are connected to the public water system. The Applicant shall allow their property to be inspected for possible cross-connections, potential contamination hazards, 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's normal business hours, except in emergencies.

The District shall notify the Applicant in writing of any cross-connections or other undesirable plumbing practices which have been identified during the initial or subsequent inspection. The Applicant shall immediately correct any undesirable plumbing practice on their premises. The Applicant shall, at their 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 service 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 service needs of all of the District's customers, or in the event there is a shortage of water, the District may initiate the Emergency Rationing Program as specified in the District's Service Policies. By execution of this Agreement, the Applicant hereby agrees to 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 utility or like contractors, tampering by other customers/users of the District, normal failures of the system, or other events beyond the District's control.

Initial

**The Applicant shall grant to the District now or in the future permanent recorded easement(s) dedicated to the District for the purpose of providing reasonable rights of access and use to allow the District to construct, maintain, replace, upgrade, parallel, inspect, test and operate any facilities necessary to serve that Applicant as well as the District's purposes in providing system-wide service for existing or future customers on such forms as are required by the District.**

By execution hereof, the Applicant shall guarantee payment of all other rates, fees, and charges due on any account for which said Applicant has paid a deposit. Said guarantee shall pledge any and all application fees against any balance due the District. Liquidation of said application fees shall give rise to discontinuance of service under the terms and conditions of the District's service policy.

By execution hereof, the Applicant agrees that non-compliance with the terms of this agreement by said Applicant shall justify discontinuance, termination or suspension of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the pages of this agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Service Policies.

**AMENDMENT  
JUNE 19, 2012**

All commercial, industrial, recreational parks, RV parks, mobile home parks with one master meter, schools, churches, doctor offices, convenience stores, restaurants, apartment complexes, home irrigations systems on potable water shall be required to have a Reduced Pressure Zone Assembly (RPZ, RP, RPP, RPBA) and be tested at installation, and annually thereafter at consumers expense. Due to the high volume of backflow occurrences in the state, we feel this is Tri Special Utility Company's best avenue of protection for the system. This will go into effect on this date June 19, 2012.

All backflow devices will be tested by a licensed and certified Backflow Prevention Assembly Tester.

\_\_\_\_\_  
Witnesseth

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Co-Applicant

\_\_\_\_\_  
Approved and Accepted

\_\_\_\_\_  
Date Approved

**YOU CAN NOW REQUEST THAT PERSONAL INFORMATION  
CONTAINED IN OUR UTILITY RECORD  
NOT BE RELEASED TO UNAUTHORIZED PERSONS**

The Texas Legislature has enacted a bill, which was effective September 1, 1993, allowing publicly-owned utilities to give their customers the option of making the customer's address, telephone number, and social security number confidential.

IS THERE A CHARGE FOR THIS SERVICE?

Yes. There is a one-time charge of \$5.00 to cover the cost of postage and implementation which must be paid at the time of request.

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it with your check or money order for \$5.00 to:

**Tri Special Utility District  
300 West 16<sup>th</sup> Street  
Mount Pleasant, Texas 75455**

Your response is not necessary if you do not want this service.

WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.

We must still provide this information to (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of a utility acting in connection of the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provide water, wastewater, sewer, gas usage, electricity or drainage service for compensation.

**OPTIONAL SERVICE**

Detach and Return This Section

Yes, I want to make my personal information (address, telephone number, and billing account information confidential. **I have enclosed my payment of \$5.00** for this service.

\_\_\_\_\_  
Name of Account Holder

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
Area Code/Telephone Number

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Signature

# 25 Ways to Conserve Water in Your Home

Water conservation has become an essential practice in all regions, even in areas where water seems abundant. In addition to saving money on your utility bill, water conservation helps prevent water pollution in nearby lakes, rivers and local watersheds. Conserving water can also extend the life of your septic system by reducing soil saturation, and reducing any pollution due to leaks. The smaller the amount of water flowing through these systems, the lower the likelihood of pollution.

## Water conservation in the home

### 1. Check faucets and pipes for leaks

A small drip from a worn faucet washer can waste 20 gallons of water per day. Larger leaks can waste hundreds of gallons.

### 2. Don't use the toilet as an ashtray or wastebasket

Every time you flush a cigarette butt, facial tissue or other small bit of trash, five to seven gallons of water is wasted.

### 3. Check your toilets for leaks

Put a little food coloring in your toilet tank. If, without flushing, the color begins to appear in the bowl within 30 minutes, you have a leak that should be repaired immediately. Most replacement parts are inexpensive and easy to install.

### 4. Use your water meter to check for hidden water leaks

Read the house water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, there is a leak.

### 5. Install water-saving shower heads and low-flow faucet aerators

Inexpensive water-saving or low-flow showerheads or restrictors are easy for the homeowner to install. Also, long, hot showers can use five to ten gallons every unneeded minute. Limit your showers to the time it takes to soap up, wash down and rinse off. "Low-flow" means it uses less than 2.5 gallons per minute. You can easily install a ShowerStart showerhead, or add a ShowerStart converter to existing showerheads, which automatically pauses a running shower once it gets warm. Also, all household faucets should be fit with aerators. This single best home water conservation method is also the cheapest!

### 6. Put plastic bottles or a float booster in your toilet tank

To cut down on water waste, put an inch or two of sand or pebbles inside each of two plastic bottles to weigh them down. Fill the bottles with water, screw the lids on, and put them in your toilet tank, safely away from the operating mechanisms. Or, buy an inexpensive tank bank or float booster. This may save ten or more gallons of water per day. Be sure at least 3 gallons of water remain in the tank so it will flush properly. If there is not enough water to get a proper flush, users will hold the lever down too long or do multiple flushes to get rid of waste. Two flushings at 1.4 gallons is worse than a single 2.0 gallon flush. A better suggestion would be to buy an adjustable toilet flapper that allows for adjustment of their per-flush use. Then the user can adjust the flush rate to the minimum per-flush setting that achieves a single good flush each time. For new installations, consider buying "low flush" toilets, which use 1 to 2 gallons per flush instead of the usual 3 to 5 gallons. Replacing an 18 liter per flush toilet with an ultra-low volume (ULV) 6 liter flush model represents a 70% savings in water flushed and will cut indoor water use by about 30%.

### 7. Insulate your water pipes

It's easy and inexpensive to insulate your water pipes with pre-slit foam pipe insulation. You'll get hot water faster plus avoid wasting water while it heats up.

### 8. Take shorter showers

One way to cut down on water use is to turn off the shower after soaping up, then turn it back on to rinse. A four-minute shower uses approximately 20 to 40 gallons of water.

### 9. Turn off the water after you wet your toothbrush

There is no need to keep the water running while brushing your teeth. Just wet your brush and fill a glass for mouth rinsing.

### 10. Rinse your razor in the sink

Fill the sink with a few inches of warm water. This will rinse your razor just as well as running water, with far less waste of water.

### **11. Use your dishwasher and clothes washer for only full loads**

Automatic dishwashers and clothes washers should be fully loaded for optimum water conservation. Most makers of dishwashing soap recommend not pre-rinsing dishes which is a big water savings.

With clothes washers, avoid the permanent press cycle, which uses an added 20 liters (5 gallons) for the extra rinse. For partial loads, adjust water levels to match the size of the load. Replace old clothes washers. New Energy Star rated washers use 35 - 50% less water and 50% less energy per load.

### **12. Minimize use of kitchen sink garbage disposal units**

In-sink 'garburators' require lots of water to operate properly, and also add considerably to the volume of solids in a septic tank which can lead to maintenance problems. Start a compost pile as an alternate method of disposing food waste.

### **13. When washing dishes by hand, don't leave the water running for rinsing**

If you have a double-basin, fill one with soapy water and one with rinse water. If you have a single-basin sink, gather washed dishes in a dish rack and rinse them with a spray device or a pan of hot water. Dual-swivel aerators are available to make this easier. If using a dishwasher, there is usually no need to pre-rinse the dishes.

### **14. Don't let the faucet run while you clean vegetables**

Just rinse them in a stoppered sink or a pan of clean water.

### **15. Keep a bottle of drinking water in the fridge**

Running tap water to cool it off for drinking water is wasteful. Store drinking water in the fridge in a safe drinking bottle.

## **Water conservation in the yard and garden**

### **16. Plant drought-resistant lawns, shrubs and plants**

If you are planting a new lawn, or overseeding an existing lawn, use drought-resistant grasses. Many beautiful shrubs and plants thrive with far less watering than other species. Replace herbaceous perennial borders with native plants. Native plants will use less water and be more resistant to local plant diseases. Consider applying the principles of xeriscape for a low-maintenance, drought resistant yard. Plant slopes with plants that will retain water and help reduce runoff.

Group plants according to their watering needs.

### **17. Put a layer of mulch around trees and plants**

Mulch will slow evaporation of moisture while discouraging weed growth. Adding 2 - 4 inches of organic material such as compost or bark mulch will increase the ability of the soil to retain moisture. Press the mulch down around the dripline of each plant to form a slight depression which will prevent or minimize water runoff.

### **18. Don't water the gutter**

Position your sprinklers so water lands on the lawn or garden, not on paved areas.

### **19. Water your lawn only when it needs it**

A good way to see if your lawn needs watering is to step on the grass. If it springs back up when you move, it doesn't need water. If it stays flat, the lawn is ready for watering. Letting the grass grow taller (to 3") will also promote water retention in the soil. Most lawns only need about 1" of water each week. During dry spells, you can stop watering altogether and the lawn will go brown and dormant. Once cooler weather arrives, the morning dew and rainfall will bring the lawn back to its usual vigor. This may result in a brown summer lawn, but it saves a lot of water.

### **20. Deep-soak your lawn**

When watering the lawn, do it long enough for the moisture to soak down to the roots where it will do the most good. A light sprinkling can evaporate quickly and tends to encourage shallow root systems. Put an empty tuna can on your lawn - when it's full, you've watered about the right amount.

### **21. Water during the early parts of the day; avoid watering when it's windy**

Early morning is generally better than dusk since it helps prevent the growth of fungus. Early watering, and late watering, also reduce water loss to evaporation. Watering early in the day is also the best defense against slugs and other garden pests. Try not to water when it's windy - wind can blow sprinklers off target and speed evaporation.

### **22. Add organic matter and use efficient watering systems for shrubs, flower beds and lawns**

Adding organic material to your soil will help increase its absorption and water retention. Areas which are already planted can be 'top dressed' with compost or organic matter. You can greatly reduce the amount of water by the strategic placement of soaker hoses or drip irrigation, or by installing a rain barrel water catcher. Avoid over-watering, as this can actually diminish plant health and cause yellowing of the leaves. When hand watering, use a nozzle for targeted watering.

### 23. Don't run the hose while washing your car

Clean the car using a pail of soapy water. Use the hose only for rinsing - this simple practice can save as much as 150 gallons when washing a car. Use a spray nozzle when rinsing for more efficient use of water. Better yet, use a waterless car washing system; there are several brands, such as EcoTouch, which are now on the market.

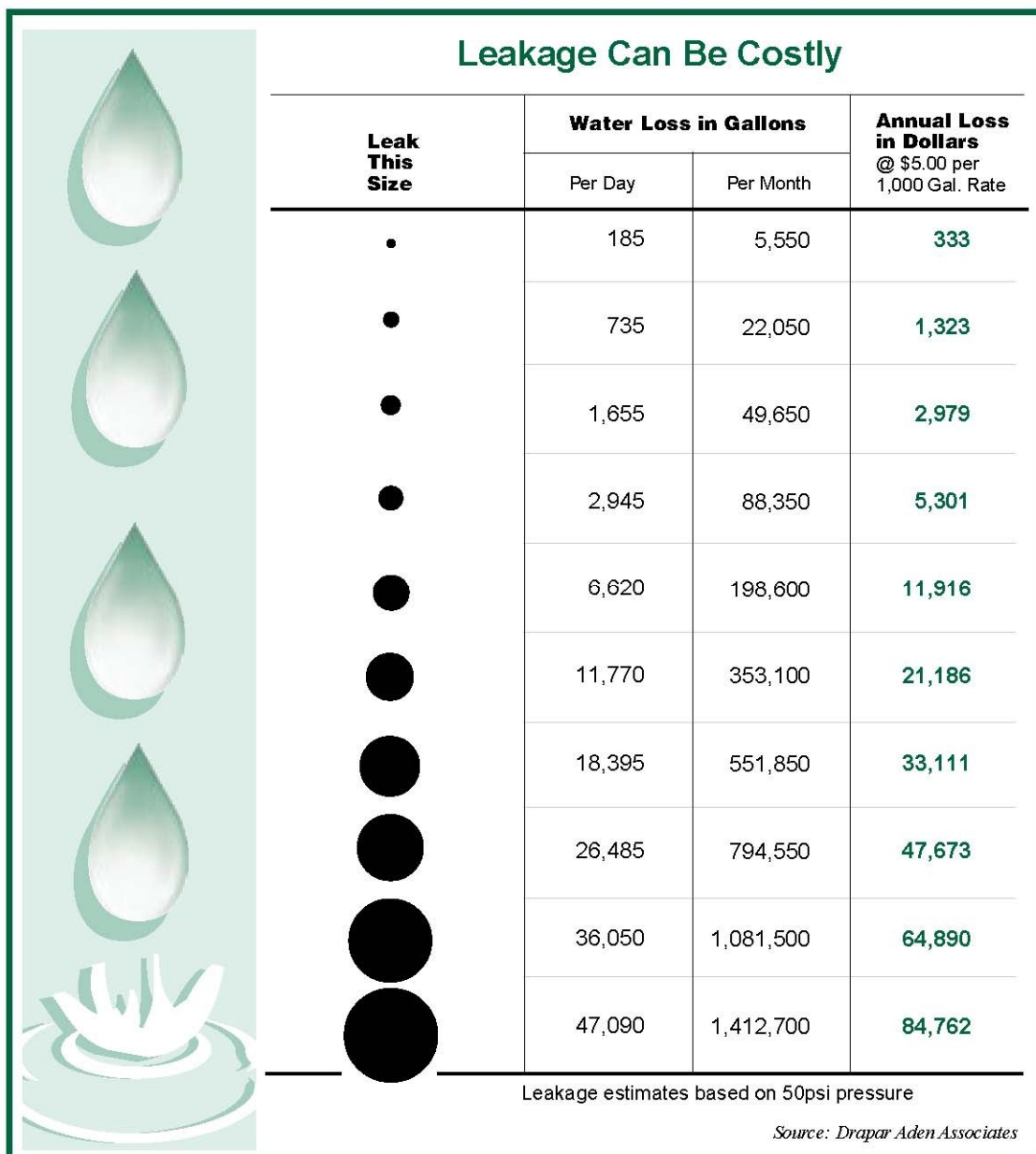
### 24. Use a broom, not a hose, to clean driveways and sidewalks

Never use your water hose or power washer to rinse off paved areas.

### 25. Check for leaks in pipes, hoses, faucets and couplings

Leaks outside the house may not seem as bad since they're not as visible, but they can be even more wasteful than leaks indoors. Check frequently to keep them drip-free. Use hose washers at spigots and hose connections to eliminate leaks and keep an eye out for wet areas in the yard.

**Water conservation comes naturally when everyone in the family is aware of its importance. Parents should take the time to teach children some of the simple water-saving methods around the home which can make a big difference.**





Welcome to **Tri Special Utility District!** We are pleased to have you as a new customer. Below you will find some helpful information regarding our company and our policies.

Our billing is on a month to month basis, where you are billed for water used in the previous month. Please keep this in mind when you have questions regarding your bill. We read meters toward the end of the month and bills are mailed out always on the last business day of the month. They are due upon receipt, and are considered late after the 16<sup>th</sup> of the following month, or the next business day (due date as shown on your bill). If you receive a monthly bill that has a balance forward, this amount is considered late already and the past due amount is NOT subject to the due date on the new bill. Your meter may still be locked for this amount past due.

If payment on the original bill is not made by 5:00 p.m. on the due date, a 10% late fee is automatically processed and late (termination) notices are mailed on the day after the due date. Sometimes payments will cross in the mail, so if you receive a notice and believe you've made your payment already, please check with our office to ensure we have received it.

The termination notice will have a due date approximately 10 days later than the bill's original due date. Any payment not received by this date is subject to being locked for non-payment.

Our minimum monthly bill (standard ¾" meter) is \$22.31 for zero usage. Usage is billed at an additional charge of \$5.32 per thousand gallons.

Our payment options are as follows:

Office hours: 8:00 a.m. – 4:30 p.m. Payment in office:

Cash, check, money order, or credit/debit card (fee applies on cards)

We also have a drop box just outside the door for after-hours payments (checked at 5 p.m. on due date)

Direct Debit: Your payment can automatically draft from your bank account each month if you complete our Debit form. *There is no charge for this service*; however, if you set up automatic payments online, you will pay the monthly service charge through the processing company.

Web site: [www.trisud.com](http://www.trisud.com) – payments may be made by card or e-check. However, there is a small processing fee for these payments.

IVR phone: (877) 885-7968. Card and check forms of payment are also accepted using this automated system; there is a small processing fee for this service. If you use this option, please listen to the prompts carefully as they are not the same as many other automated systems.

We make every attempt to prevent disconnection of service for our customers. If you are going to be late on your payment or need to make payment arrangements, please call our office and speak with customer service, (903) 572-3676, extensions 10 & 12. Keeping your contact information updated will also allow us to contact you if you should have an unexpected high bill, or if your payment should fall behind.

Once a meter is locked for non-payment, it will not be unlocked until the account is brought back into good standing. There is a \$50 unlock fee to cover the administrative and dispatch cost. You may also be asked to update your paperwork at this time.

If you have any other questions, please feel free to contact us at any time. You may also learn more on our facebook page: Tri Special Utility District.

Thank you!