



**Wylie Northeast SUD**

P.O. Box 1029  
745 Parker Road Loop, Wylie, TX 75098  
972-442-2075

[www.wylienortheastwater.com](http://www.wylienortheastwater.com)

**SERVICE APPLICATION AND AGREEMENT**

This application and agreement must be completed and signed only by the person(s) requesting service. For new service, the District may require a map or plan showing the applicant’s preferred meter location on the premises.

**APPLICANT INFORMATION**

APPLICANT NAME \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

APPLICANT NAME \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

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

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

HOME PHONE \_\_\_\_\_ CELL PHONE \_\_\_\_\_

LEGAL DESCRIPTION [ ] Copy of Deed attached; or

[ ] Subdivision: \_\_\_\_\_ Lot \_\_\_\_\_ Block \_\_\_\_\_

**SERVICE INFORMATION**

SERVICE BEING REQUESTED [ ] Water [ ] Sewer [ ] Trash

PROPOSED USE OF PROPERTY [ ] Residential [ ] Commercial [ ] Agricultural [ ] Other

If Commercial or Other, please describe \_\_\_\_\_

Irrigation system? (Yes or No)

If yes, Type and Number \_\_\_\_\_

Special Service Needs \_\_\_\_\_

**LANDLORD INFORMATION (If applicable)**

LANDLORD NAME \_\_\_\_\_ PHONE \_\_\_\_\_

LANDLORD ADDRESS \_\_\_\_\_

**DISTRICT USE ONLY**

Date Approved	Service Class	Account No.
Inspection Date	Meter Size	Deposit \$
Service Date	Line Extension	Connect Fee \$
Easement Rec'd Y or N	Road Bore Y or N	Date Paid

## SERVICE APPLICATION AND AGREEMENT (CONT'D)

Upon the undersigned Applicant, singly or collectively, complying with all terms and conditions of service, the Wylie Northeast Special Utility District will furnish water service to Applicant at the above-reference property and Applicant shall purchase and receive water service from the district in accordance with the district's Rate Order and other applicable service policies, if any. Applicant further agrees to pay all applicable fees and charges for such water service in accordance with district's Rate Order, as amended from time to time.

All water furnished by the district to Applicant shall be metered by a meter installed, owned, and maintained by the district. The district shall have the exclusive right to locate the meter, pipeline and appurtenant equipment on the property to connect Applicant to the district's water system. The meter and service connection is for the sole use of Applicant and is to provide service to only one (1) dwelling or (1) business on the property.

Applicant shall allow the district access to the district's meter, pipeline and appurtenant equipment on the property at all times for any purpose connected with, or in the furtherance of, the district's water utility operations. In addition, the district shall have the right to enter upon the property and remove its meter, pipeline or appurtenant equipment upon disconnection or discontinuance of service to Applicant. Applicant is expressly prohibited from:

- (i) attempting to tamper with or bypass the meter
- (ii) diverting water service from the property to another tract or parcel of land, or
- (iii) sharing, reselling or sub metering water to any other person, dwelling, business or property.

Any person who intentionally or knowingly causes impairment or interruption of the district's public water supply, or causes it to be diverted in any manner, shall be reported by the district for possible prosecution under Texas Penal Code §28.03.

Applicant shall install, at Applicant's own expenses, any necessary service lines from the district's meter to the point of use including customer service isolation valves, backflow prevention devices, clean-outs and other equipment as may be specified by the district. Water service provided to Applicant by the district shall be provided for the use indicated on the front of this application form (i.e. residential, commercial, etc.)

Applicant must notify the district prior to converting the service address to another use (for example converting a residence to a business) by completing a new Service Application and Agreement. Additional fee may be required.

As a condition of service, Applicant shall grant to the district, now or in the future, any easement and right-of-way required by the district for the purpose of installing, maintaining, or operating the district's water distribution facilities, including pipelines, meters, valves and hydrants, that the district deems necessary to extend or improve service for existing or future customers.

The grant shall be on a form approved by the district. The district is responsible for protecting the public drinking water supply from contamination or pollution.

The following unacceptable practices are prohibited by state regulations:

- 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.
- No cross connection between the public drinking water supply and a private water system is permitted. Such 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 must include a service agreement for annual inspection and testing by a certified backflow prevention device tester.
- No connection which allows condensing, cooling, or industrial process water to be returned to the public water supply is permitted.
- No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing on or after July 1, 1988 at any connection that provides water for human consumption.
- No solder or flux that contains more than 0.2% lead may be used for the installation or repair of plumbing on or after July 1, 1988 at any connection that provides water for human consumption.

Applicant shall allow the property receiving service 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 district shall notify Applicant in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. Applicant shall immediately correct any undesirable practice on their premises and shall, at Applicant's own expense, 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.

If Applicant fails to comply with the terms of this service agreement, the district shall, at its option, either terminate service or properly install test, and maintain an appropriate backflow prevention device at the service connection. Notwithstanding anything to the contrary, the district may immediately disconnect service without prior notice if an actual health hazard exists. Any expenses associated with the enforcement of this service agreement shall be billed to the customer.

By execution hereof, the Application shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or contractors, tampering by other district customers, normal failures of the system. Or other events beyond the District's control. Applicant also acknowledges that the district's water system provides potable water for domestic consumption only and the district does not guarantee that its water system will provide "fire Flows" as defines by the Uniform Code or similar code to fight structure fires.

Any misrepresentation of facts by Applicant in this service agreement shall result in the district disconnecting service to Applicant in accordance with the district's Rated Order. The district shall maintain a copy of this service agreement as long as the Applicant and/or premises is connected to the district's public water system.

AGREED TO BY APPLICANT:

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Applicant Signature

Application received on behalf of district by \_\_\_\_\_ on \_\_\_\_\_, 20\_\_\_\_.

REQUEST FOR CONFIDENTIALITY

You can now request that personal information contained in district customer/account records not be released to unauthorized persons. Under Section 182-052 of the Texas Utility Code, the district may not disclose personal information in a customer’s account record, or any information relating to water usage or billing, if the customer requests in writing that the information be kept confidential.

**Please note, the district must still provide this information under law to certain persons.**

The district 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 with the employee’s duties;
- (3) a consumer reporting agency;
- (4) a contractor or subcontractor approved by, and providing services to, the district 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 Applicant has contractually waived confidentiality for personal information; or
- (6) another entity that provides water, wastewater, sewer, gas electricity, or drainage service for compensation.

I/we hereby request that the district keep the personal information in my/our account record confidential, including address, telephone number and social security number(s), to the extent permitted by federal and state law.

**APPLICANT(S)**

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
Signature

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

**OFFICE PERSONNEL:**

**Received By:** \_\_\_\_\_

**Date:** \_\_\_\_\_



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**NEW CUSTOMER CHECK LIST**

**NAME(S):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**COURTESY INFORMATION INCLUDED IN THIS PACKET**

- Important Account Information
- Backflow Device information - This device must be installed and tested by a certified installer. The State of Texas requires an annual inspection of this device. For more information, visit [www.sctrackingsolutions.com](http://www.sctrackingsolutions.com)
- Customer Service Inspection (CSI) information – You have one month from sign up date to have this inspection completed or you may experience an interruption in your water service. Contact our office to set up a time.
- Texas Commission on Environmental Quality Rule on one meter per residence requirement.

**WHAT WE NEED FROM YOU TO ESTABLISH SERVICE**

- Deed of Trust or 1<sup>st</sup> Page of Closing Disclosure
- Easement (unless it has been provided by builder)
- Completed and signed Service Application and Agreement
- Request for Confidentiality
- Cost of Service Agreement
- Backflow Device Agreement
- \$275.00 (\$200 is your deposit / \$75 is the activation)
- New Connection fee \$2,450 (minimum for new construction)

At your request, we will provide a copy of the documents that you have signed to establish service.

Signature(s): \_\_\_\_\_

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

\_\_\_\_\_



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**COST OF SERVICE**

**BASE RATE**

5/8" X 3/4"	\$30.00
3/4" X 3/4"	\$45.00
1"	\$75.00
1 1/2"	\$150.00

The base rate is charged every month for meter availability. This charge will apply even when no water is used. Larger meters are available. For pricing information, contact our office.

**GALLONAGE CHARGE**

0 to 5,000	\$7.46 per thousand
5,001 to 10,000	\$8.44 per thousand
10,001 to 15,000	\$10.42 per thousand
15,001 to 20,000	\$11.57 per thousand
>20,000 gallons	\$12.71 per thousand

**SEWER SERVICE**

If applicable in your area rate sheet will be made available

**FEES**

Water Deposit	\$200.00
Activation	\$75.00
New Connection	\$2,450.00 (minimum)
Late Payment	\$10.00 or 5% whichever is greater
Returned Payment	\$25.00
Disconnect / Reconnect	\$100.00
Service Trip	\$50.00
Meter Test	\$50.00
Meter Relocation	Cost specific to individual case (minimum of \$150)

By signing this cost of service notice, you acknowledge that all charges and fees for service are non-refundable except for part of the deposit. Prior to selling or vacating the property, you must request that your service be discontinued and provide a forwarding address. The district will refund the balance of your deposit after applying any outstanding service charges. This notice is provided in accordance with Section 5.03(e) of the district's Rate Order. Our rates are reviewed annually to ensure our capability to provide safe and continuous water to our customers now and in the future.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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## **IMPORTANT ACCOUNT INFORMATION**

### **DATES TO REMEMBER**

- Bills are due by the 15<sup>th</sup> of every month. This date does not change. If you do not receive your bill in a timely manner, please contact our office before the due date.
- A late fee of \$10 or 5% (whichever is greater) will be assessed on the 16<sup>th</sup> of every month if your account is past due. If the 15<sup>th</sup> falls on a weekend or holiday, late fees are applied the following Monday.
- ACH bank drafts are done on or about the 15<sup>th</sup> of every month.
- Meters are read on or around the 20<sup>th</sup> of every month.
- Shut offs are done on or around the 30<sup>th</sup> of every month.

### **PAYMENTS**

- Please write your account number on your check or money order or include the remittance stub from your bill to ensure proper payment application.
- If you do not receive your bill in a timely manner, please contact our office. Unfortunately, we cannot ensure mail delivery through the postal service. You can request to have your bill emailed to you to ensure delivery. Just make sure to add us to your email's safe sender list to ensure it doesn't get caught by the spam filter.
- If you send a check via online banking, please make sure that you give ample amount of time for the check to go through the postal system and get to us prior to the due date to avoid late charges.
- There is no charge to conveniently make your payments online at [www.wylienortheastwater.com](http://www.wylienortheastwater.com)

### **COMMUNICATIONS**

- Go to our webpage and click the orange button to sign up for text and/or email alerts.
- When moving, a Service Discontinuance form must be filled out to avoid additional charges to your account and give us a forwarding address for your deposit refund.
- You can follow us on Twitter @WylieNESud
- Our web address is [www.wylienortheastwater.com](http://www.wylienortheastwater.com). You can pay your bill at no charge, see account history and stay updated on what is going on with your water.
- You can contact us via email at [cs@wylienortheastwater.com](mailto:cs@wylienortheastwater.com).

### **DISCONNECTS DUE TO NON PAYMENT**

No reconnections will be made past 8:00PM. An alert will be sent the day before disconnect day to all **registered** customers as a reminder. To register, go to our webpage. If your water is locked for non-payment, there will be a \$100 disconnect / reconnect fee immediately charged to the account. You will be required to bring your account current; to a zero balance. At that point you will owe at least the following:

Past due amount + Current billed amount + Late fees + Disconnect / Reconnect fees



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## **BACKFLOW DEVICES**

*Reasons for having a Backflow Device:*

The backflow device on your property was installed as an integral part of your irrigation and/or water system. It is designed to prevent contaminants from entering water lines that go directly to your house and the overall water system. The Texas Commission on Environmental Quality requires by Rule, Chapter 290.47 that the District adopt a Cross-Connection Control Program. Wylie Northeast S.U.D. adopted this by Resolution No. 9, dated January 8, 2002.

*Who needs one?*

Any connection that has an irrigation system, sprinkler system or well system is required (by TCEQ) to have a backflow device installed and to be tested every year by a licensed inspector.

*SC Tracking Solutions*

We have partnered with SC Tracking Solutions for testing of these devices. You can go to [www.sctrackingsolutions.com](http://www.sctrackingsolutions.com) for more information.

**SC Tracking Solutions Phone 866-232-0174 or Email [cs@sctrackingsolutions.com](mailto:cs@sctrackingsolutions.com)**

*I understand that my backflow device must be tested annually to remain in compliance. I also understand that if I do not schedule with another licensed inspector when it is due, Wylie Northeast will test my device and I will be charged.*

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_