



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: _____

The below signed acknowledges that he/she is responsible for final services rendered and charged on final bill. In case of an entity, an authorized representative should execute this document by stating his/her name and title below.

Al firmar este documento, usted se responsabiliza por los servicios recibidos y por todos los cobros establecidos en el recibo final. En caso de un representante legal autorizado, él/ella debe firmar este documento, escribir su nombre y título del solicitante.

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.

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): _____

CONFIDENTIALITY DISCLOSURE

Section 182.052(a) of the Texas Utility Code regulates the release of selected customer information by government-operated Utility. McAllen Public Utility (MPU) customers can submit a request to prevent the release of their personal information including address, telephone number or social security number, as well as any information relating to the volume or units of utility usage or the amounts billed to or collected from you for utility usage. MPU must still give out this information, if requested, to any person or entity authorized by Section 182.054 of the Texas Utility Code, including federal and state agencies, other Utility, consumer reporting agencies, MPU contractors, other governmental agencies and persons to whom a customer has contractually waived confidentiality. By checking the box below, you direct McAllen Public Utility not to release your address, telephone number or social security number to entities not excluded by the law.

I request that my personal information not be released.

NOTIFICACION DE SU DERECHO A LA PRIVACIDAD

La Sección 182.052(a) del Código de Servicios Públicos de Tejas reglamenta la divulgación de ciertos datos específicas referentes a los clientes de servicios públicos operadas por entidades de gobierno. Cualquier cliente de los Servicios Públicos de McAllen ("McAllen Public Utility" o "MPU") tiene la opción de someter una petición para evitar la divulgación pública de su información personal, inclusive su dirección, número telefónico o número de seguro social, así como también cualquiera otra información referente al volumen o a las unidades de consumo de servicios, o a la cantidad facturada pagada por usted por dicho consumo. No obstante, MPU está bajo la obligación legal de divulgar esta información si la misma es solicitada por una persona o entidad autorizada por la Sección 182.054 del Código de Servicios Públicos de Tejas, incluyendo agencias federales o estatales, otros servicios públicos, agencias que reportan el mercado de consumo, contratistas de MPU, otras agencias gubernamentales, y personas autorizadas por usted para con las cuales usted ha renunciado al derecho a la privacidad. Al marcar la casilla que sigue y firmar este documento usted está dirigiendo a MPU a no divulgar su información personal, inclusive su dirección, número telefónico o número de seguro social, a personas carentes ya sea de autorización suya o derecho a dicha información por ley.

Solicito que mi información personal no sea divulgada.

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: _____