

City of Devine

"The Name Says it All"

CONFIDENTIALITY REQUEST FORM

The City of Devine has established an Identity Theft Prevention Program which does not allow us to disclose confidential information to anyone other than the person(s) listed below.

Confidential information including password must be provided in order to release any information on any account.

The following information is to be kept on file by the City of Devine in connection with my utility account. I declare that I want this information to be kept confidential to the extent that the law allows and that all information is **true** to the best of my knowledge.

Name: _____

Residential Address: _____

Mailing Address: _____

Home Phone: _____

Work Phone: _____

Social Security #: _____ - _____ - _____ Over 62: YES _____ NO _____
(OPTIONAL)

TX Driver's License Number: _____ Date of Birth: _____

Security Password: _____

RENT OR OWN?

Do you own or are you renting the home at the address listed above?

_____ OWN

_____ RENTING

If **RENTING**, Please provide home owners name and phone number (if available)

Owner: _____

Phone Number: _____

In case of a utility emergency, the City Office may contact:

Contact Person: _____

Phone: _____

Relationship to You: _____

Other people authorized to inquire on account: _____

Signature

Date

City of Devine Service Agreement

- I. **PURPOSE.** The City of Devine 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 the plumbing restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Devine will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTIONS.** The following unacceptable 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 device.
 - 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 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 8.0 percent lead may be used for the installation or repaired 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 use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Devine (the Water System) and _____ (the Customer).
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connections or other unacceptable plumbing practice, which has been identified during the initial inspection or the periodic reinspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System 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.

CUSTOMER'S SIGNATURE: _____ **DATE:** _____