



# CITY OF CONROE

Est. 1904

## Utility Service Application

All accounts are considered confidential due to House Bill H.B.872

<b>Type of Account: (check one)</b> <input type="checkbox"/> Residential <input type="checkbox"/> Non-residential	<b>Type of Service(s) (check all that apply)</b> <input type="checkbox"/> Water <input type="checkbox"/> Sewer <input type="checkbox"/> Garbage
---	---

Name of Applicant or Business: \_\_\_\_\_

Service Address: \_\_\_\_\_

Cell Phone #: \_\_\_\_\_ Work #: \_\_\_\_\_

Home Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
Street Number Street Name Apt/Ste # City State Zip**Identification:**

- DL # or Valid ID # or Passport # \_\_\_\_\_ State: \_\_\_\_\_
- Social Security # \_\_\_\_\_
- Tax ID/EIN # \_\_\_\_\_

Previous Address: \_\_\_\_\_

Date that service should begin: \_\_\_\_\_

I hereby request and authorize the service(s) listed above:

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

By signing this application for service, the Customer agrees that phone calls to telephone numbers provided by the Customer on this application, including cellular telephone numbers, may be placed by City and/or City's designated collection agents using automatic telephone dialing systems or artificial or prerecorded voices. Customer also agrees to submit a disconnection of service form when service is no longer required.

Please submit this completed form with the **service charge, deposit fee, color copy of valid identification and proof of property ownership or a lease agreement** to the City of Conroe Utility Billing Department. The city accepts cash, checks and money orders.

By Mail: City of Conroe, Attn: Utility Billing Department  
P.O. Box 3066  
Conroe, TX 77305-3066

In Person: Conroe Municipal Center, 700 Metcalf St, Conroe, TX 77301

**Please turn over and complete the Service Agreement on the back of this application.**

## SERVICE AGREEMENT

1. **PURPOSE.** The CITY OF CONROE is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution construction or configuration. The purpose of this service agreement is to notify each CUSTOMER of the 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 CONROE 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.
2. **RESTRICTIONS.** The following unacceptable 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 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 0.25% 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% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
3. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the CITY OF CONROE and (CUSTOMER) \_\_\_\_\_.
  - a. The CITY OF CONROE will maintain a copy of this agreement as long as the CUSTOMER and/or the premises is connected to the CITY OF CONROE water system.
  - b. The CUSTOMER shall allow his property to be inspected for possible cross-contamination and other potential contamination hazards. These inspections shall be conducted By the CITY OF CONROE or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major change to the private water distribution facilities. The inspections shall be conducted during the CITY OF CONROE'S normal business hours.
  - c. The CITY OF CONROE shall notify the CUSTOMER in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
  - d. The CUSTOMER shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
  - e. The CUSTOMER shall, at his expense, properly install, test, and maintain any backflow prevention device required by the CITY OF CONROE. Copies of all testing and maintenance records shall be provided to the CITY OF CONROE.
4. **ENFORCEMENT.** If the CUSTOMER fails to comply with the terms of the SERVICE AGREEMENT, the CITY OF CONROE shall, at its option, 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.
5. **NON-RESIDENTIAL SEWER SERVICE.** On behalf of (Business Name) \_\_\_\_\_ I agree to comply with the requirements of City of Conroe Code of Ordinances, Chapter 70, Utilities, Article IV, Discharge of industrial wastes.

**CUSTOMER SIGNATURE:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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

Applications submitted after 4:00 p.m. will be processed and activated within 2 business days.