

# Nerro Supply, LLC

P.O. Box 691008  
Houston, TX 77269  
Office: 281-355-1312  
Fax: 281-355-1312

## Application/Agreement for Water Service - Page 1 of 2 Please print, filling in all applicable spaces. Send application to Nerro Supply, LLC

Application Date: \_\_\_\_\_ Move in Date: \_\_\_\_\_

Name: \_\_\_\_\_ Texas D.L. Number: \_\_\_\_\_

Service Address: \_\_\_\_\_ Lot No. \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

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

(This email address will automatically link to our 3<sup>rd</sup> party Payclix payment/electronic system and customer portal)

Is the water on or off at this service address: \_\_\_\_\_

Please circle one:

Nerro 6 – White Oak Valley

Nerro 6 – Riverwood/Indian Ridge

**GENERAL INFORMATION:** Nerro Supply, LLC designated as the Utility, agrees to sell and deliver water and/or sewer service to the Customer and the Customer agrees to purchase and receive water and sewer service from the Utility in accordance with the rules and regulations of the Utility included on Page 2 and in its approved Tariff on file with the Texas Commission on Environmental Quality. Copies of all rules and regulations are available for Customer review upon request.

All water will be measured by meters which are furnished, installed, owned, and maintained by the Utility. The meter and/or connection are for the sole use of the Customer to serve one dwelling, business or property. The Customer shall not share, resell or submeter water to any other dwelling, business, property, etc., without specific written authorization of the Utility and in compliance with applicable laws and regulations.

Usage billings will typically be mailed within five (5) days of the meter reading date. Bills are due upon receipt. A minimum of sixteen (16) days grace will be allowed, from the date the bill is mailed, before a late charge is applied. The bill will be recorded as paid on the date the payment is received by the Utility. Failure to pay Utility bills in a timely manner may result in penalties and/or disruption of service.

Include the following items: **WE DO NOT ACCEPT CASH AS A PAYMENT OPTION**

- Check or money order in the amount of \$50.00 for deposit for White Oak Valley
- Check or money order in the amount of \$50.00 for deposit or transfer fee for Riverwood/Indian Ridge
- Copy of driver's license or ID
- Copy of purchase agreement showing you lease, rent, or own the property you are requesting water

**Agreed**

\_\_\_\_\_  
Customer

**Accepted**

\_\_\_\_\_  
Utility

## Nerro Supply, LLC.

P.O. Box 691008  
Houston, TX 77269  
Ph 281-355-1312  
Ph 1-888-649-4433 (Toll Free)  
FX 281-355-1312

### Application/Agreement for Water (and/or Sewer if Applicable) Service - Page 2 of 2

**Purpose:** The Utility is responsible for protecting the drinking water supply from contamination and pollution which could result from improper plumbing practices. This Service Agreement informs each Customer of the plumbing restrictions which are in place to provide this protection. The Utility enforces these restrictions to ensure public health and welfare. Each Customer must sign this Service Agreement before the Utility will begin service to that customer's connection. When service to an existing connection is terminated the Utility will not re-establish service to that connection without a signed copy of this Service Agreement.

**Plumbing Requirements:** The customer will install, at his own expense, a service line from the water meter to the point of use which includes a cutoff valve on the customer's side of the water meter. The customer will be responsible maintenance a repair of the service line. The use of pipes or pipe fittings that contain more than 0.25% lead or solders or flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential connection which provides water for human consumption and connected to the water supply. The Customer shall hold the Utility harmless of any and all claims or demands for damage to real or personal property occurring from the point the customer ties on the water meter to the final destination of the line installed by the customer.

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 supply by an air gap or an appropriate backflow prevention device. No connection which allows water to be returned to the public drinking water supply is permitted.

**Access:** The Customer agrees to grant the Utility an easement/right-of-way for the purpose of installing, maintaining and operating such pipelines, meters, valves, and any other equipment which may be deemed necessary for the provision of Utility service to that customer. The Utility will attempt to restore the Customer's property to its original condition after installation or repairs. This easement may be in such form as is required by the Utility. The Customer agrees not to interfere with the Utility's employees or designated representatives in the discharge of their duties. The Customer will not permit anyone not designated by the Utility to tamper with or interfere with any of the equipment installed on the Customer's premises.

The Utility has the right to locate a water service meter and the pipe necessary to connect to the meter on the property of the Customer at a point mutually agreeable to both the Utility and the Customer. The Customer will allow the Utility or its designated agent access at all reasonable times to its property and equipment located upon Customer's premises for the limited purpose of reading the water meter, repairing or replacing existing facilities and the inspection of Customer's facilities to check for illegal connections or unsafe plumbing practices or cross connections, in compliance with the requirements of the Texas Natural Resource Conservation Commission's "Rules and Regulations for Public Water Systems."

**Reporting:** The Utility shall notify the Customer in writing of any cross connections or other undesirable plumbing practices which have been identified during the initial inspection or during periodic re-inspections. The Customer shall immediately correct any undesirable plumbing practices so identified. The Customer shall, at his own expense, properly install, test and maintain any backflow prevention device required by the Utility to protect the public water supply from contamination. Copies of all backflow prevention device testing and maintenance records shall be provided by the customer to the Utility.

**Enforcement:** If the Customer fails to comply with the terms of this Service Agreement, the Utility 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 enforcement of this agreement shall be billed to the Customer.

**Tampering:** The Utility has the right to charge a tampering fee of \$250.00 for any damages made to equipment or illegal connections.