

Ramblewood Utility Company
P.O. Box 691008
Houston, Texas 77269
281-355-1312

FOR OFFICE USE ONLY
Application #: _____
Drop off #: _____
Work Order: _____
Check/Money Order: _____

SERVICE AGREEMENT

1. **PURPOSE.** **Ramblewood Utility Company** (“District”) 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 District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this agreement.

2. **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 supply 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 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 District and _____ (the “Customer”).
 - a. The District will maintain a copy of this agreement as long as Customer and/or the premises are connected to the District’s water system.

- b. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District 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 any major changes to the private plumbing facilities. These inspections shall be conducted during the District's normal business hours.
- c. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- d. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- e. Customer shall, at his/her expense, properly install, test and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

4. **In order to maintain the integrity of the water system,** the following guidelines have been adopted by Ramblewood Utility Company:

- a. Before starting any major plumbing addition or revision, including but not limited to bath additions, kitchen remodeling, addition of spa or whirlpool, swimming pool, hot tub or any other water structure, notify H2O Innovation as the operator for the District for inspection.
- b. Dispose of non-domestic waste properly. Non-domestic waste should not be put into any drains or toilets.
- c. Do not tamper at all with the meter or meter connection. It may lead to fines and penalties. If you observe a leak at the meter connection, or any type of problem with your water, please notify H2O Innovation immediately.
- d. Keep the meter clear from debris and obstructions. It must remain accessible at all times.
- e. Do not put any liquids or solids into the storm sewer, including but not limited to drainage from hot tubs or swimming pools, grass or yard clippings, trash, construction materials, oil or grease. The storm sewers are designed only for storm waters.

_____ Customer(s) initials

5. **ENFORCEMENT.** If Customer 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 service connection. Any expenses associated with the enforcement of this Service Agreement shall be billed to the Customer.

Include the following items:

- Copy of driver's license or ID
- Copy of purchase agreement showing you lease, rent, or own the property you are requesting water
- (Owner) Check or money order in the amount of \$200.00 for deposit (\$150.00) and application fee (\$50.00).
- (Renter) Check or money order in the amount of \$300.00 for deposit (\$250.00) and application fee (\$50.00).

Is the water on or off at this service address: _____

Print Customer Name(s): _____

Move In Date: _____

Preferred Contact Numbers

#1 cell/home/work: _____

#2 cell/home/work: _____

Service Address: _____

City: _____ **State:** _____ **Zip:** _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Email Address: _____

(This email address will automatically link to our customer portal)

Customer Signature(s):

DATE:

Make payments payable to: **Ramblewood Utility Company**