



City of McAllen McAllen Public Utility

Residential Service Application / Solicitud para Servicios Residenciales

ATTN: 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.

Please check all that apply to your request / Por favor de indicar lo que solicita

- Initiate Services / Iniciar Servicios**
- Discontinue Services / Descontinuar Servicios**

Connect Service / Conectar Servicio:

Effective Service Date / Fecha del Servicio: _____

Service Address / Dirección del Servicio: _____

Disconnect Service / Desconectar Servicio:

Effective Service Date / Fecha del Servicio: _____

Service Address / Dirección del Servicio: _____

Account Holder Type / Tipo del Sostenedor de la Cuenta:

- Own / Dueño**
- Rent / Rentero**

Sign me up for Paperless Billing. 
E-mail address: _____

DO NOT sign me up for Paperless Billing.

Customer Information / Información del Cliente:

Customer Name on the Account / Nombre en la Cuenta: _____

Spouse or Authorized Person / Esposo(a) o Persona Autorizada: _____

Contact Phone # / # de Teléfono: _____

Employer / Lugar de Empleo: _____

Work Phone # / Teléfono del Trabajo: _____

DL or ID #/ No. De Identificación (must provide copy): _____

Mailing Address / Dirección de correspondencia: _____

City / Ciudad: _____ **State / Estado:** _____ **Zip Code/ Código Postal:** _____

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

Signature / Firma: _____ **Title / Título:** _____

Date / Fecha: _____



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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 8.0 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 use.

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.

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

PRINT CUSTOMER NAME _____ SERVICE ADDRESS _____

CUSTOMER SIGNATURE _____ ACCT # _____

Customer Name: _____

Class Code: _____

Account Number: _____



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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 Utilidades de Tejas reglamenta la divulgación de ciertos datos específicas referentes a los clientes de utilidades operadas por entidades de gobierno. Cualquier cliente de las Utilidades Públicas 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 de utilidades, o a la cantidad facturada a, o pagada por usted por dicho consumo. No obstante, la 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 Utilidades de Tejas, incluyendo agencias federales o estatales, otras utilidades, agencias que reportan el mercado de consumo, contratistas de la 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 la 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.

Signature
Firma del Cliente

Date:
Fecha:

Firma del Representante
De Utilidades
Utility Representative
Signature

Fecha:
Date: