

**CITY OF QUINLAN  
APPLICATION FOR WATER CONNECTION**

**DATE:** \_\_\_\_\_

**SERVICE ADDRESS:** \_\_\_\_\_  
(Street No.) (Street) (Unit #)

**SERVICE REQUEST:**  **NEW SERVICE** (Date Requested: \_\_\_\_\_)

**TRANSFER EXISTING SERVICE TO NEW LOCATION**

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

End Date for Old Address: \_\_\_\_\_

Start Date for New Address: \_\_\_\_\_

**CHANGE NAME/ADDRESS ON ACCOUNT**

**SERVICE TYPE:**  **Residential**  **Multi-Family**  **Commercial**  **Other**

**APPLICANT INFORMATION:** NUMBER OF RESIDENTS: \_\_\_\_\_

**NAME:** \_\_\_\_\_  
(Last)/(Business Name) (First) (MI)

**MAILING/BILLING ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**HOME/CELL PHONE:** \_\_\_\_\_ **E M A I L:** \_\_\_\_\_

**DRIVERS LICENSE / EIN #:** \_\_\_\_\_ **STATE** \_\_\_\_\_ **DOB** \_\_\_\_\_

**SPOUSE/ROOMMATE INFORMATION:**

**NAME:** \_\_\_\_\_  
(Last) (First) (MI)

**HOME/CELL PHONE:** \_\_\_\_\_ **E M A I L:** \_\_\_\_\_

**DRIVERS LICENSE / EIN #:** \_\_\_\_\_ **STATE** \_\_\_\_\_ **DOB** \_\_\_\_\_

**NEAREST RELATIVE NOT LIVING WITH YOU:**

NAME: \_\_\_\_\_  
(Last) (First) (MI)

MAILING/BILLING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ ( \_\_\_ Cell \_\_\_ Home \_\_\_ Work)

**OWNER OR RENTER?** \_\_\_\_\_ OWNER \_\_\_\_\_ RENTER (Complete Landlord Information)

**LANDLORD INFORMATION IF RENTING:**

NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

The utility agrees to sell and deliver water to the Customer and the Customer agrees to purchase and receive water from the Utility in accordance with the rules and regulations of the Utility as included in its approved Tariff on file with the Utility and the Texas Water Commission.

All water will be measured by meters, which are furnished, installed, owned and maintained by the Utility Company. The meter and connection is for the sole use of the customer to service water to one dwelling, Business or Property, etc. without the written authorization of the Utility and in compliance with applicable laws and regulations.

The utility has the right to locate a water service meter and the pipe necessary to connect 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 access at all reasonable times to its equipment located upon the Customer’s premises for the limited purposes 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 requirements of the Texas Department of Health’s “Rules and Regulations for Public Water Systems.”

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 for maintenance and repairs of the service line. The customer shall hold the Utility harmless from any and all claims or demands for damage

to real personal property occurring from the point the customer ties on to the water meter to the final destination of the line installed by customer.

The Customer agrees to grant to the Utility an easement/right-of-way for the purpose of installing, maintaining and operating such pipe lines, meters, valves and any other equipment which may be deemed necessary for the provision of utility service to that final 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 in the discharge of their duties. The customer will not permit anyone except the utility employees to tamper with or interfere with any of the equipment installed on the customer's premises.

**PLUMBING ORDINANCE:** Public water systems must adopt an adequate plumbing ordinance, regulations, or service agreement with provisions for property enforcement to insure that neither cross-connections nor other undesirable plumbing practices are permitted. Should sanitary control of the distribution system not reside with the purveyor, the entity retaining sanitary control shall be responsible for establishing and enforcing adequate regulations in this regard. The use of pipes and pipe fittings that contain more than 8.0 percent lead or solders and flux that contain more than 0.2 percent lead is prohibited for installation or repair of any public water supply and for repair of any plumbing in a residential or nonresidential facility providing water for human consumption and connected to a public drinking water supply system.

## **SERVICE AGREEMENT**

1. **PURPOSE-**The City of Quinlan is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system 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 Quinlan 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 unaccepted 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% 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 Quinlan and the customer.
- A. The City of Quinlan will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the City of Quinlan Water System.
  - B. The customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. 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 potential contamination hazards exist; or after major changes to the private water distribution facilities. The inspections shall be conducted during the water systems normal business hours.
  - C. The City of Quinlan 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 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 Quinlan. Copies of all testing and maintenance records shall be provided to the City of Quinlan.

4. ENFORCEMENT-If the customer fails to comply with the terms of the Service Agreement, The City of Quinlan 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.

**ACKNOWLEDGEMENT**

CUSTOMERS SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

SPOUSE SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

***City of Quinlan Official Use Only:***

  

\_\_\_ Ownership Verified By: \_\_\_ City \_\_\_ Applicant ( \_\_\_ Deed, Other: \_\_\_\_\_ )

\_\_\_ Landlord Authorization By: \_\_\_ Lease \_\_\_ Letter \_\_\_ Other: \_\_\_\_\_

Permit or Certificate of Occupancy Information: \_\_\_ N/A \_\_\_ Project No. \_\_\_\_\_

Code Enforcement: \_\_\_ No Open Cases \_\_\_ Case #: \_\_\_\_\_

**Approval:**

**Y / N / NA** Permits/Code Enforcement: \_\_\_\_\_  
(Signature) (Date)

**Y / N / NA** Zoning: \_\_\_\_\_  
(Signature) (Date)

**Y / N / NA** Finance/Utility: \_\_\_\_\_  
(Signature) (Date)

Deposit Paid: \$ \_\_\_\_\_  
(Amount) (Date) (Receipt #) (Received By)

**Notes:** \_\_\_\_\_

FIRE DEPARTMENT VOLUNTARY DONATIONS

Your utility bill includes a voluntary donation for the **Volunteer Fire Department**. This line item is shown on your monthly bill as “Fire Donation”.

Please be advised that:

1. **Donation is Voluntary.** This voluntary donation is included on your bill as a convenience to you. Payment of this donation is not required. If you do not wish to make this donation, simply deduct the donation amount shown and pay the remaining amount. Your account is not subject to disconnection or late fees due to non-payment of this donation.
2. **Making a Donation.** To make a donation, simply pay the total amount shown on your utility bill, as this amount is added to the total for your convenience. If you would like to donate a different amount than what is shown, please make a notation on your bill and/or payment method and adjust your payment accordingly.
3. **Tax Status of Donation.** Donations made to the Volunteer Fire Department are tax deductible. Individuals are responsible for documenting these donations for tax purposes.

Customer Acknowledgement:

I have read and understand the above information regarding voluntary donations to the **Volunteer Fire Department** that will be included in my utility bill.

CUSTOMER SIGNATURE:

\_\_\_\_\_  
\_\_\_\_\_

DATE

\_\_\_\_\_

**HELPFUL INFORMATION**

CITY HALL HOURS: MONDAY THRU FRIDAY 8 AM – 12 PM, 1 PM – 5 PM

QUINLAN CITY HALL: 903-356-3306 FAX 903-356-4267

UTILITY AFTER HOURS: 903-356-2348

POLICE DEPT. Non-Emergency Only: 903-356-2500 **CALL 911 FOR ANY EMERGENCY**

JUSTICE OF THE PEACE: 903-356-2904 DAVID McNABB

QUINLAN TAG OFFICE: 903-356-2830

QISD ADMINISTRATION: 903-356-1200

POST OFFICE: 903-356-2122

ELECTRIC - Open Choice Retailer

**City utility bills are mailed out around the 20<sup>th</sup> of each month. Bills that are not paid by the 10<sup>th</sup> of the month will be charged 10% or \$15.00 minimum fee late charge. Due to non-payment, shutoffs will be done on approximately the 25<sup>th</sup> of the month. If account is shutoff for non-payment, an additional \$50.00 cut-off fee must be paid prior to re-connection.**

**If special arrangements need to be made, please notify City Hall before the 15<sup>th</sup> of that month.**

**Residential/Polycart trash pickup is every Wednesday. Please be sure that your Polycart is out by 7:00 am. Residential Bulk Pickup is available on the last Wednesday of the month and can be requested by calling the number on the Polycart prior to pickup day.**

**Commercial / Dumpster service is every Tuesday and/or Friday, depending on pickup frequency requested for the account.**