



CITY OF ALAMO HEIGHTS  
 6116 BROADWAY  
 SAN ANTONIO, TX 78209  
 (210) 822 - 3331 (voice)  
 (210) 822 - 8197 (fax)

**APPLICATION FOR UTILITY SERVICE**

**Service Address** \_\_\_\_\_

**Name** \_\_\_\_\_  
 Last First Initial OR Co. Name

**Mailing Address** \_\_\_\_\_  
 (If different from service address)

**Phone No.(s)**  
 Home \_\_\_\_\_ Cell \_\_\_\_\_ Work \_\_\_\_\_

**Driver License Info.**  
 State \_\_\_\_\_ No. \_\_\_\_\_ D.O.B. \_\_\_\_\_

**Email** \_\_\_\_\_

**Are You:** Purchasing? \_\_\_\_\_ Renting? \_\_\_\_\_ (If Renting, please provide Landlord Info.)  
 Name: \_\_\_\_\_ Phone No. \_\_\_\_\_

All deposits will be applied to your balance after 24 months, with a good payment history. If your account has been closed, a refund check will be mailed to the person whose name is on the account. If the account has a balance when closed, the deposit will be applied to the balance. (Purchasing: \$50.00 Deposit. Renting: \$75 Deposit.)

**As of what date would you like the service established in your name?** \_\_\_\_\_

Note: Date provided may not be on a weekend or holiday.

Have you had service in Alamo Heights before? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, under what name(s)? \_\_\_\_\_

At what address(es)? \_\_\_\_\_

I, the undersigned, hereby request the City of Alamo Heights to furnish water, sewer, and sanitation services at the above service address, and I agree to pay for such services at the rates set by the City Council. The bill for such services is due and payable as indicated on each month's bill. I understand that if I fail to pay for services, the City may disconnect my service without notice until arrears are paid in full. A reconnect fee will be charged and must be paid in full at the time of reconnect. I agree to abide by and consider as part of this contract and ordinance, rules and/or regulations set by the City concerning the operation and billing of all services. I authorize the City of Alamo Heights to disconnect water service if violations of the zoning, building, subdivision, animal, fire, food, trash, weed, and sign ordinances of the City of Alamo Heights occur at the service address above. I, the undersigned, do hereby certify that the information given above is true and correct.

\_\_\_\_\_  
**Signature of Applicant**

\_\_\_\_\_  
**Date**

**Received on:** \_\_\_\_\_ **By:** \_\_\_\_\_ **Account No.:** \_\_\_\_\_

# CITY OF ALAMO HEIGHTS

6116 BROADWAY  
SAN ANTONIO, TEXAS 78209  
210-822-3331



## Service Agreement

- I. Purpose.** Alamo Heights Water Works 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 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 Alamo Heights Water Works 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.
- II. 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 the public 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.
- III. Service Agreement.** The following are the terms of the service agreement between Alamo Heights Water Works (the Water System) and the Customer.
- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the 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 any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.
  - C. The Water System 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 reinspection.
  - 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 Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. Enforcement.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain any backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

Customer's Signature: \_\_\_\_\_

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