

Required Documents

- Rockett SUD Application
- Proof Ownership (Deed) or Lease
- Legal Photo I.D.
- Deposit(s) and fees
- SS4 or W9 (If Business)



126 Alton Adams Dr, Waxahachie, TX 75165
 PO BOX 40, Red Oak, TX 75154
 PHONE (972) 617-3524 FAX (972) 617-0030
development@rockettwater.com
www.rockettwater.com
www.eyeonwater.com

For Office Use Only

Account #: _____

Service Order #: _____

Property ID #: _____

SERVICE APPLICATION AND AGREEMENT**NEW BUILD SERVICE APPLICATION****APPLICANT INFORMATION****PLACE AN "X" IN APPROPRIATE BOX**

TODAY'S DATE:	E-BILL:	OWN:	RESIDENTIAL:
REQUESTED START DATE:	PAPER BILL:	RENT:	COMMERCIAL:

ADDRESS:	CITY:	ZIP:	APT.:
----------	-------	------	-------

BILLING ADDRESS (if different):

APPLICANT'S/BUSINESS NAME:	DRIVER'S LICENSE #/BUSINESS EIN:
E-MAIL ADDRESS:	PHONE #:

CO-APPLICANT INFORMATION

CO-APPLICANT'S NAME:	DRIVER'S LICENSE #:
E-MAIL ADDRESS:	PHONE #:

EMERGENCY CONTACT

NAME:	PHONE:
-------	--------

LANDLORD INFORMATION

NAME:	ADDRESS:
E-MAIL ADDRESS:	PHONE #:

FOR OFFICE USE ONLY

**Customer is assigned the following billing cycle:
 See Service Agreement for more details**

1st Cycle – Customer's monthly bill due on the 16th of each month.

2nd Cycle – Customer's monthly bill due on the 21st of each month

3rd Cycle – Customer's monthly bill due on the 26th of each month

SIGNATURES

By signing this agreement Applicant agrees that all information is true and correct. Any misrepresentation of the facts by the Applicant on this Service Application and Agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Policies.

Customer Signature:	Date:
Co-Customer Signature:	Date:
District Witness:	Date:



The District agrees to provide retail water utility service to Customer at _____ ("Property") and Customer agrees to pay all applicable fees for such service in accordance with the Rate Order of the District, as amended.

* The District will bill Sewer and/or Garbage fees according to the Customer's billing cycle checked on Page 1 of the Service Application. Any question regarding Sewer and/or Garbage services and/or fees, please contact The City of Waxahachie at (469) 309-4000, The City of Red Oak at (972) 617-3638 or The City of Ferris at (972) 544-2110. ***This applies only to Customers that are in The City of Waxahachie's, The City of Red Oak's or The City of Ferris Sewer and/or Garbage service area.**

All bills shall be due and payable upon receipt and are past due beyond the due date indicated on the bill (allowing approximately 15 days to pay), after which time a penalty shall be assessed. Payment for utility service is delinquent if the full payment, including late fees and regulatory assessments, is not received at the District by 4:30 pm on the due date. Water service will be restored to disconnected accounts only upon payment of all amounts due and owing the District with cash, money order, credit card, or certified check during normal business days of the District, Monday through Friday, 7:30 am to 4:30 pm, subject to the holiday schedule.

All water furnished by the District shall be metered by meters installed, maintained, and owned by the District. The meter and connection is for the sole use of the Customer and is to provide service to only one (1) dwelling or one (1) business. Any attempt to tamper with or to by-pass a meter, or to divert water utility service from one property to another, or to share, resell or sub meter water to any other person, dwelling, business, or property is prohibited. Unauthorized users of District services shall be prosecuted to the extent allowed by law under the Texas Penal Code § 28.03.

As a condition of service, the Customer agrees that the Customer and all persons or entities owning an interest in the property served by the meter will execute before a notary public the District's standard waterline easement.

Customer agrees to hold the District harmless from any and all claims or demands for damage to real or personal property occurring from the point the user ties onto the District's meter to the final destination of customer service line installed on the property by Customer.

Customer understands and acknowledges that the District is under no obligation or liability to look for any water leaks occurring on Customer's property and the District may not know when or if a leak is on said property.

The District shall have the right to select the location of the water service meter, pipe, and appurtenant equipment on Customer's property necessary to connect Customer to the District's water system. The District shall have access to its meter and equipment located on Customer's property at all reasonable times for any purpose connected with or in the furtherance of the District's business operations, and upon disconnection or discontinuance of service, the District shall have the right to remove any of the District's property from Customer's property.



Damage to the District's equipment (meter, endpoint, meterbox, etc.) may result in repair or replacement fees charged to the customer. Customers Initials

Customer agrees to pay any applicable service trip charges and understands that these charges must be paid with the next monthly utility service bill or services will be disconnected in accordance with the District's Rate Order.

By signing this agreement, the Customer agrees to comply with the terms of this Agreement and/or the District's Rate Order. If the Customer fails to comply with the terms, the District shall, at its option, terminate service.

The District's Rate Order is available at www.rockettwater.com.

The District has determined the cost for providing service to your property in the amount stated below. By signing this notice, you acknowledge that all charges and fees for service are non-refundable except for the Deposit. If you sell or vacate the property, you must request a final monthly bill and provide a forwarding address. The District will apply your Deposit to the final bill and refund the difference.

FOR OFFICE USE ONLY:		<u>COST OF SERVICE NOTICE</u>	
<input type="checkbox"/>	Connection Fee		\$
<input type="checkbox"/>	Meter Set Fee		\$
<input type="checkbox"/>	Deposit		\$100.00
<input type="checkbox"/>	Activation Fee		\$50.00
<input type="checkbox"/>	Sewer and/or Garbage Service Deposit	Red Oak _____ Waxahachie _____ Ferris _____	\$
<input type="checkbox"/>	CSI (Customer Service Inspection)	Residential \$50 Commercial \$100	\$
<input type="checkbox"/>	Other _____		\$
		TOTAL	\$

SIGNATURES

By signing this agreement Customer agrees that all information is true and correct. Any misrepresentation of the facts by the Customer on this Service Application and Agreement shall result in discontinuance of service pursuant to the terms and conditions of the District's Policies.

Customer Signature:	Date:
Co-Customer Signature:	Date:
District Witness:	Date:



SERVICE APPLICATION AND AGREEMENT (CONT'D)

CROSS CONNECTION CONTROL & CSI/BACKFLOW

The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper practices. This Agreement serves as notice to each customer of the restrictions which are in place to provide this protection. The District shall enforce these restrictions to ensure the public health and welfare. The following undesirable practices are prohibited by state regulations:

1. 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 airgap or an appropriate backflow prevention assembly.
2. 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 airgap or a reduced pressure-zone backflow prevention assembly.
3. All Industrial and Commercial customers will install a Backflow Device at the meter. Upon completion of construction, Rockett Special Utility District will conduct a CSI (Customer Service Inspection) to identify any other possible cross connections. Backflow Device must be tested when installed and tested annually by a certified inspector.
4. No connection which allows condensing, cooling, or industrial process water to be returned to the public drinking water supply is permitted.
5. 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 consumption after January 4, 2014. Plumbing installed on or after January 4, 2014 may not contain more than 0.25% lead content.
6. No solder or flux which contains more than .2% lead may be used for the installation or repair of plumbing at any connection which provides water for human consumption.
7. All irrigation systems must have a proper backflow prevention device installed and tested.

The Customer agrees to permit their property to be inspected for possible cross-connections, potential contamination hazards, multiple connections on single meter, and illegal lead materials. These inspections shall be conducted by the District, or its designated agent, prior to initiating service and periodically thereafter. The inspections shall be conducted during the District's normal business hours, except in emergencies. [30 TAC § 291.81 (a)(2)]

The District shall notify the Customer in writing of any cross-connections or other potential contamination hazard which has been identified during the initial or the periodic re-inspection. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on their premises. The 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 as required.

If the Customer fails to comply with the terms of this Agreement, the District 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.



SERVICE APPLICATION AND AGREEMENT (CONT'D)
CROSS CONNECTION CONTROL & CSI/BACKFLOW

Service Applicants and Homeowners please check all that apply:

Proposed Use of Property: Residential _____ Commercial _____ Agricultural _____ Other _____				
Manufactured home (mobile home): _____ Site Built Home: _____ Year built/manufactured: _____				
Wastewater: Septic _____ Tank Aerobic _____ City Sewer _____				
Do you have any plans to renovate/remodel?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
Is there a well on the property?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
If yes, do you plan on using the well?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
Will there be livestock on the property?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
Will there be a water trough?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
If yes, how will it be filled?		Automatic <input type="checkbox"/>		Manual <input type="checkbox"/>
Is there a swimming pool on the property?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
If yes, how will it be filled?		Automatic <input type="checkbox"/>		Manual <input type="checkbox"/>
Is there an irrigation/sprinkler system on the property?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
Do you plan on installing or replacing an irrigation/sprinkler system on the property?		No <input type="checkbox"/>		Yes <input type="checkbox"/>
The Customer understands that prior to the installation or replacement of an irrigation system on the Property, the Customer must submit an irrigation system plan and obtain the District's written approval of such plan. The customer further understands that failure to obtain prior written approval for the installation of an irrigation system will result in substantial penalties being assessed by the District.				
Upon construction completion, TCEQ requires a customer service inspection of the premises to identify potential sources of contamination. The inspection is performed by RSUD and will require a CSI fee. <u>Contact RSUD for an appointment and inspection details.</u>				
_____ CUSTOMER INITIALS				



SERVICE APPLICATION AND AGREEMENT (CONT'D)

ROAD BORE ACKNOWLEDGMENT

Per Rockett SUD's Rater Order, the fee for boring under a street/road with a service line is \$1,000 or the actual cost, whichever is greater. The fee for boring under a state highway with a service line is \$1,800 or the actual cost, whichever is greater.

The road bore fee will be charged upfront with your connection fee and deposit. If there are any additional charges you have the option to pay the difference in full or pay with your monthly bill.

Please be aware that Rockett does not collect any money from the bore cost, you (customer) are charged what the contractor bills to Rockett.

SIGNATURES

I, _____ have read and understand the above policy and procedure for a Road Bore.

Customer Signature:	Date:
District Witness:	Date:



SERVICE APPLICATION AND AGREEMENT (CONT'D)

BUILDER AGREEMENT

SUBDIVISION:	LOT:	BLOCK:
SERVICE ADDRESS:		
NAME OF BUILDER:		
BUILDER E-MAIL:	BUILDER PHONE #:	
ACCTS PAYABLE E-MAIL:	ACCTS PAYABLE PHONE #:	
BILLING ADDRESS:		
IS THE LOT MARKED? Y/N	IS THE METER READY TO BE SET? Y/N	

Meter must be ready to set at time of application. If Rockett SUD cannot set the meter due to damaged or missing equipment, the builder (customer) will be charged a \$50.00 service trip fee.

Builder assumes financial responsibility for any damage, theft, or vandalism to any Rockett owned or installed equipment, to include, but not limited to, meters, endpoints, boxes, wires, hydrants, and valves.

CSIs (Customer Service Inspections) MUST be completed before the water account can be switched into the new homeowner's name. The CSI is necessary to continue receiving water services.

Builders must call and schedule CSI 3-5 days in advance before the requested inspection date. Inspections must be completed before the closing date in order to leave time for repairs and re-inspection if necessary. Rockett SUD will not coordinate with the new homeowner until after CSI has been completed. Please make sure the home is open/unlocked on the day and time of the inspection. If the home is not accessible at scheduled time an additional \$50.00 CSI fee will be applied to the account.

Rockett SUD will not place you on the schedule if the following are not completed prior to scheduling:

- Meter and angle stop must be visible and aligned in the center of the meter box.
- Meter box must be intact and cannot be damaged.
- A Cut off valve has been installed outside of the meter box.
- Irrigations plans must be submitted and approved.
- Backflow Device must be tested upon installation. Test results must be submitted to www.trackmybackflow.com.

If you have any questions or concerns, please contact the Rockett SUD Development Department at 972-617-3524 or development@rockettwater.com.

<u>SIGNATURES</u>	
I, _____ have read and understand the above Builder Agreement.	
Customer Signature:	Date:
District Witness:	Date: