

EL PASO COUNTY TORNILLO WATER IMPROVEMENT DISTRICT
19225 Highland St., P.O. Box 136, Tornillo, Texas 79853 (915) 764-2966
An Equal Opportunity Provider

SERVICE CONTRACT/CONTRATO PARA SERVICIO

WATER/AGUA _____
SEWER/DRENAJE _____

NAME/NOMBRE _____

ID/IDENTIFICACION _____

SPOUSE NAME/NOMBRE DE ESPOSO/A _____

SERVICE ADDRESS
DOMICILIO DE SERVICIO _____

MAILING ADDRESS
DIRECCION DE CORREO _____
P.O. Box/Apartado Postal City/Ciudad State/Estado Zip Code/Codigo

HOME PHONE/TELEFONO DE DOMICILIO _____

BUSINESS PHONE/TELEFONO DE NEGOCIO _____

RENT/RENTA _____ OWN/PROPIETARIO _____

RESIDENTIAL/RESIDENCIAL _____ COMMERCIAL/COMERCIAL _____

SIGNATURE/FIRMA _____ DATE/FECHA _____

OFFICE USE ONLY

DATE _____

ACCOUNT# _____ TRANSFERRED FROM _____

___ RECONNECT \$ _____ BILL GUARANTEE DEPOSIT \$ _____

___ NON-EXISTING INFRASTRUCTURE		___ EXISTING INFRASTRUCTURE	
APPLICATION FEE	\$ _____	APPLICATION FEE	\$ _____
BILL GUARANTEE DEPOSIT	\$ _____	BILL GUARANTEE DEPOSIT	\$ _____
FIELD SURVEY	\$ _____	ACCESS FEE-WATER	\$ _____
INSPECTION-WATER	\$ _____	ACCESS FEE-SEWER	\$ _____
INSPECTION-SEWER	\$ _____		
METER INSTALLATION	\$ _____		
ACCESS FEE-WATER	\$ _____		
ACCESS FEE-SEWER	\$ _____		
TAP FEE-WATER	\$ _____		
TAP FEE-SEWER	\$ _____		

APPROVED SEPTIC TANK YES ___ NO ___

PROPERTY DEED _____

TAX DOCUMENT _____

RENTAL CONTRACT _____

MOBILE HOME APT HOUSE CONSTRUCTING COMMERCIAL
CASA MOVIBLE _____ CASA _____ CONSTRUYENDO _____ ACCOUNT _____

PROVIDED BACK FLOW CHECK VALVE INFORMATION YES ___ NO ___

METER NO. _____ READING _____

COMMENTS _____

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of the individual applicants on the basis of visual observation or surname.

Ethnicity: Hispanic or Latino _____
Not Hispanic or Latino _____

Race: (Mark one or more)
White _____
Black or African American _____
American Indian/Alaska Native _____
Asian _____
Native Hawaiian or Other Pacific Islander _____

Gender: Male _____ Female _____

La siguiente información es requerida por el Gobierno Federal para vigilar el cumplimiento con las Leyes Federales que prohíben la discriminación contra solicitantes que buscan participar en este programa. Usted no está obligado a proporcionar esta información pero se le invita hacerlo. Esta información no será usada en la evaluación de su solicitud o para discriminarlo en alguna forma. Sin embargo, si usted decide no proporcionar la información, se nos requiere indicar el tipo de raza y nacionalidad de origen de las personas solicitantes, en base a la observación visual o apellido.

Grupo étnico: Hispano o Latino _____
No Hispano o Latino _____

Tipo de raza: (Marque uno o más)
Blanca _____
Negra o Afro Americana _____
Indio Americana/Nativo de Alaska _____
Asiática _____
Nativa de Hawaii u otra Isla del Pacifico _____

Clasificación de Sexo: Masculino _____ Femenino _____

EL PASO COUNTY TORNILLO WATER IMPROVEMENT DISTRICT
19225 Highland St., P.O. Box 136, Tornillo, Texas 79853
(915) 764-2966, Emergency (915) 539-0117
Certificate of Convenience and Necessity #11416

CUSTOMER INFORMATION PACKET

I hereby acknowledge I received a copy of this agreement.

Customer Signature

Date

PURPOSE: The El Paso County Tornillo Water Improvement District (District) 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 District 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.

RESTRICTIONS: The following unacceptable practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and 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.

TERMS OF SERVICE AGREEMENT:

- A. The District will maintain a copy of this agreement as long as the Customer and/or the premises is 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 inspection shall be conducted during the District's normal business hours.
- C. The District 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.

ENFORCEMENT: If the Customer fails to comply with the terms of the Service Agreement, the District 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.

METER INSTALLATION: The District will install meter on the property line. The meter is not to be fenced in. Water District personnel must be able to read the meter without any obstructions. Installation of the lines from the meter to the residence or business is customer's responsibility. The meter remains the property of the District and cannot be sold or moved. Customers will be billed for any damages caused to the meter by the customer.

TOTAL COST AND REQUIREMENT FOR NON-EXISTING INFRASTRUCTURE:

Fee for non-existing infrastructure plus Bill Guarantee Deposit to be paid in full at the time service is requested (rate sheet attached). Must provide:

- Certificate of Plat Compliance from County Road and Bridge 800 E Overland, 4th Floor El Paso Texas 79901, (915) 546-2015
- Final Installation Inspection Report for Approved Septic Tank obtained from El Paso City-County Health District, 222 S. Campbell Street, El Paso Texas, 79901, (915) 543-3530
- Property description signed and notarized
- Easement (if required) obtained from El Paso County Tornillo Water Improvement District
- Completion of EPCTWID Water Service Contract

BILL GUARANTEE DEPOSIT: Required for new service and service reconnections. Upon Board approval, the Bill Guarantee Deposit will be refunded when customer has paid bills for service for 18 consecutive billings without being delinquent. Deposits from customers who do not meet this criteria may be retained until service is terminated.

RENTER: Must provide a rental contract and complete a Water Service Contract.

BILLING POLICIES AND RATE SCHEDULE: (fee rate schedule attached) Meter readings begin approximately six working days before the end of the month. Monthly billing for previous month’s water usage is mailed the 1st working day of each month. Bills are due and payable upon receipt. Bills not paid by the 20th of the month will incur a 10% late fee charge. Service will be terminated if payment is not received by the 7th calendar day of the following month unless prior payment arrangements have been made.

RECONNECTION FEE: (fee schedule attached) Water service will be disconnected if account is not paid by the last working day of the month. Payment of non-refundable reconnection fee, total water bill balance, and bill guarantee deposit required to reconnect service.

TAMPERING FEE: (fee schedule attached) Only Water District personnel may turn a meter on or off. Any tampering with the meter by the customer or their affiliates will result in the removal of the meter permanently. Customer will be billed for any damages caused to the meter.

SERVICE CALL FEE (fee schedule attached)

WATER RATES (fee schedule attached)

RETURNED CHECK FEE (fee schedule attached)

REBILLING or REQUEST FOR HISTORY (fee schedule attached)

PAYMENTS: Payments may be made by check or money order and mailed to El Paso County Tornillo Water Improvement District, P.O. Box 136, Tornillo, TX 79853, or paid at the El Paso County Tornillo Water Improvement District office at 19255 Highland St., Tornillo Texas (by the water tower).
Office hours: Monday through Friday, 8:00 a.m.-12:00 p.m. and 1:00 p.m. – 5:00 p.m.

LAWN WATERING SCHEDULE: Violations are subject to civil penalty not to exceed \$5,000.00 and water service disconnection. All residents are requested to reduce water usage to conserve water.

- Monday **NO** watering
- Tuesday, Thursday, Saturday Even-numbered addresses (last number of street address ends in 0,2,4,6,8)
- Sunday, Wednesday Friday Odd-numbered addresses (last number of street address ends in 1,3,5,7,9)
- April 1 through August 31 No watering between 8:00 a.m. & 6:00 p.m.

BOARD OF DIRECTORS AND PERSONNEL

- President – Eliberto Nuñez
- Vice-President – Nancy Tarin
- Secretary – Eusebio Villa
- Treasurer – Loretta Aguilar
- Director – Jorge Aguirre
- Director – Anel Lujan
- Director – Vacant
- Business Manager- Hugo Almanza
- Assistant Business Manager – Francelia M. Vega
- Water/Wastewater Supervisor- Robert Hood