



NEW OWNER OR RENTER PACKET CHECKLIST

- ✓ **Customer Service Application**
Including all person(s) that need/require access to the GVSUD Water/Wastewater account.
- ✓ **Standard Service Agreement**
- ✓ **Government Issued Photo Identification** - Must include:
Photo ID for **ALL** applicants listed on the Customer Service Application.
- ✓ **Lease/Rental Agreement** - Must include the following:
Name of Tenant(s)
Name of Property Management/Owner Name(s)
Name of Service Address
Signature page to include Tenant(s) and Property Management/Owner(s)
Lease/Rental Agreement must have the commencement date

OR

- ✓ **Ownership Documents** - Applicable documents include any of the following:
Texas Disclosure
Warranty Deed
Guarantee Deed
Deed of Trust
Executor Deed

Document must include the following:

Name(s) of Buyer(s) and Seller(s)
Name of the Service Address
Signature page of the Buyer(s) or Seller(s) and signature of Closing Officer
and/or Escrow Secretary.

If you choose to make your payment online, please utilize the "Pay without Logging In" option. If you decide to create a Customer Portal Profile, understand that the Service Application is only used to pay the deposit and applicable fees upon the start of Utility Services. When you receive your first bill, you will have an account and tenant number to link to your Customer Portal Profile.

The account number format will be XXXXX.00, and the tenant number will be XX, which will appear on the bill as such XXXXX.00 XX. For example: 12345.00 98

You can submit this form:

Electronically to customerservice@gvsud.org

By mail to PO Box 99, Marion, Texas 78124

By fax to (830)420-4138

In person to our office located at 605 FM 465, Marion, Texas 78124



GREEN VALLEY SPECIAL UTILITY DISTRICT
CUSTOMER SERVICE APPLICATION

FOR DISTRICT USE ONLY

Acct. No. _____

Tenant No. _____

DATE: _____

COUNTY OF PROPERTY: _____

PRIMARY

NAME: _____ TAX ID # _____ STATE: _____
DL/ID# _____

SECONDARY

NAME: _____ TAX ID # _____ STATE: _____
DL/ID# _____

SERVICE ADDRESS: _____
Street City State Zip

MAILING ADDRESS: _____
Street City State Zip
(if different from service address)

PHONE NUMBERS: Primary: _____ Secondary: _____

EMAIL: _____

IS PROPERTY LOCATED WITHIN CITY LIMITS? YES NO IF SO WHAT CITY: _____

ARE YOU: PURCHASING RENTING OWNERS NAME: _____ PHONE #: _____

What will be the primary usage of water? Residential Commercial Irrigation

Do you have any special needs? (i.e. Dialysis): _____

You must supply a written statement from your doctor.

APPLICABLE FEES

REFUNDABLE DEPOSIT.....\$ 150.00

SERVICE FEE.....\$ 50.00

FIRE HYDRANT METER REFUNDABLE DEPOSIT\$ 2500.00

GBRA SEWER TRANSFER FEE\$ 50.00

ZIPP RD SEWER TRANSFER FEE.....\$ 25.00

Customer(s) with a Fire Hydrant Meter are responsible for:

- ALL USAGE, ACCIDENTAL OR NOT
- SECURING THE METER AT ALL TIMES
- ANY AND ALL DAMAGES WHILE SERVICE IS ACTIVE

TOTAL DUE TODAY: \$ _____

Deposit is refunded when the account is terminated. Deposit will be applied to the final charge(s) and any other outstanding balance(s) on the account.

Applicant agrees to pay all applicable fees to establish water service at the previous mentioned service location.

Read and Accepted by:

Applicant

Date

The following information is requested by the Federal Government 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 not the race/national origin of individual applicants on basis of visual observation and surname.

White not of Hispanic Origin

Asian or Pacific Island

MALE

American Indian or Alaskan Native

Hispanic

Black, not of Hispanic Origin

Other (specify)

FEMALE



STANDARD SERVICE APPLICATION AND AGREEMENT

Agreement, made this ____ day of _____, 20____, between GREEN VALLEY SPECIAL UTILITY DISTRICT, a District organized under the laws of the State of Texas (hereinafter called the District) and _____ (hereinafter called the Customer).

Customer Name

Witnesseth:

The District agrees to sell and deliver water service to the Customer and the Customer agrees to purchase and receive water service from the District, in accordance with the Bylaws and Policy of the District, as amended from time to time by the District.

The Customer shall pay the District for service hereunder, at the rates and upon terms and conditions set forth in the rate schedule adopted by the District's Board of Directors.

The Board of Directors shall have the authority to cancel service in the event the Customer breaches this agreement by (1) refusing or failing, without just cause, to connect to the District's facility and use same as soon as the facility is available, or (2) refusing or failing, without just cause, to pay the minimum monthly water rate as established by the District, the Customer agrees to pay the District liquidated damages in accordance with the Policy of the District.

In the event the total water supply becomes insufficient to meet all the of the needs of the Customer, or in the event there is a shortage of water, the District may initiate a Drought Management Program, thus prorating the available water among the various Customers on such basis as is deemed equitable by the Board of Directors. A schedule of hours covering the use of water may be prescribed. By the execution of this Agreement, the Customer hereby agrees to comply with terms of said Program.

The Customer shall install, at his own expense, a service line from the water meter to the point of use. The use of pipe and fittings that contain more than 0.25% lead or solder and flux that contain more than 0.2% lead is prohibited by State Law. No water connection shall be made where an actual or potential contamination by cross connection or backflow siphonage may exist. Connection of service pipelines from the District's water service meter to any private well or other unknown water supply is strictly prohibited.

The District's employees shall have access to the Customer's property or premises at all reasonable times for the purpose of inspection to ensure compliance with State required standards, applicable plumbing codes and utility construction standards.

By the execution of this Standard Service Application and Agreement, the Customer has agreed to hold the District harmless from all claims for damage to real or personal property caused by service interruptions due to waterline breaks, tampering, normal failures of the systems. In accordance with the Section 4(25(e) District's duly adopted Operations Policy, Customer further expressly acknowledges and agrees that the District's ownership and maintenance responsibility of water supply and metering equipment ends at the discharge side of the meter or other service equipment. Subject only to the District's Leak Adjustment Policy, which is set forth in Section 5(21) of the District's Operation Policy, Customer expressly acknowledges by execution of this Application and Agreement that the District bears no responsibility or liability arising from any condition, occurrence arising on the Customer's side of the service meter.

The District is not required to notify customers of potential leaks and high usage on customer accounts. However, GVSUD will make reasonable efforts to notify customers upon discovery of high usage caused by potential leaks as a courtesy to the customer.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Customer's property at the point to be chosen by the District, and shall have access to its property and equipment located upon the Customer's premises at all reasonable times and for any purpose connected with or in the furtherance of its business operations. Upon discontinuance of service, the District shall have the right to remove any of its property from the Customer's property.

By execution of this Standard Service Application and Agreement, Applicant agrees to guarantee payment of all other rates, fees, and charges due on any account for which said Applicant has made a deposit. Said guarantee shall pledge any and all deposit monies against any balance due the District. Liquidation of said deposit shall give rise to discontinuance of water utility service under the terms and conditions of the District's Policy.

By execution of this Standard Service Application and Agreement, Applicant agrees that noncompliance with the terms of this Agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the two pages of this form shall result in discontinuance of service pursuant to the terms and conditions of the District's Policy.

Customer Signature

District Representative Signature

Date

Date

WELCOME TO ZIPP ROAD UTILITY
IMPORTANT SERVICE INFORMATION

Zipp Road Utility (ZRU) is a Private Utility Company providing wastewater service in the area. ZRU and Green Valley Special Utility District (GVSUD) have entered into a consolidated billing agreement to bill for water and wastewater services together.

SEWER SERVICE RATES AND OTHER CHARGES

To begin service, Zipp Road Utility (ZRU) requires a \$25.00 Transfer Fee.

The Fee are to be paid directly to GVSUD at 605 FM 465, Marion, Texas, or by mail, addressed to the GVSUD, PO Box 99, Marion, Texas 78124.

Customer's monthly ZRU sewer fee is a flat rate of \$73.30 per month + 1% TCEQ Tax which is consolidated with Green Valley Special Utility District's (GVSUD) water bill, due on the 10th of each month.

Disconnection notices, service terminations and reestablishment of service will be handled by GVSUD and follow the procedure found at **gvsud.org**. ZRU is not liable for any property damage caused by termination of service due to delinquent accounts.

All fees are billed according to the ZRU Tariff approved by the Public Utility Commission of Texas. A copy of the Tariff can be found at www.zipputility.com/customer service.



ZIPP ROAD UTILITY CO., LLC CUSTOMER SERVICE APPLICATION AND AGREEMENT

DATE: _____ **COUNTY OF PROPERTY:** Guadalupe

NAME: _____

ALTERNATE NAME: _____

DRIVER LICENSE NUMBER: _____ (Please attach scanned copy to application)

BILLING ADDRESS: _____
Street/PO Box **City** **State** **Zip**

PHONE NUMBER Home: _____ **alternate:** _____

E-mail: _____

SERVICE ADDRESS: _____

ARE YOU: **RENTING** **PURCHASING** **DATE ACQUIRING PROPERTY:** _____

LEASE START DATE: _____ **LEASE END DATE:** _____

NUMBER OF OCCUPANTS: _____

PROPERTY OWNER (IF RENTING): _____ **PHONE :** _____

FOR NEW OWNERS ONLY

DO YOU PLAN ON RENTING OUT THE PROPERTY ? **YES** **NO**

WILL A PROPERTY MANAGEMENT COMPANY BE HANDLING THE PROPERTY? **YES** **NO**

If yes, please provide:

PROPERTY MGMT COMPANY NAME : _____

MAILING ADDRESS: _____
Street/PO Box **City** **State** **Zip**

PHONE: _____ **E-MAIL:** _____

ZIPP ROAD UTILITY SERVICE APPLICATION AND AGREEMENT

I. RECITALS. This Wastewater Service Agreement (Agreement) is made this _____ day of _____, _____, between **ZIPP ROAD UTILITY CO. LLC**, an investor owned utility organized under the laws of the State of Texas (Utility) and _____ (Customer).

Utility agrees to sell and deliver wastewater service to Customer from its Sewer System (Sewer System) and Customer agrees to purchase and receive wastewater service from Utility, in accordance with all terms and conditions of Utility's Tariff, as amended from time to time. Utility shall maintain a copy of this Agreement as long as the Customer and/or the premises are connected to the Sewer System.

Customer shall pay the Utility for service hereunder, at the rates and upon terms and conditions set forth in the Tariff's rate schedule adopted by the Utility and approved by the Public Utility Commission of Texas.

Utility shall have the authority to terminate, discontinue or suspend service in the event Customer breaches this Agreement by (1) non-compliance with any terms or conditions of this Agreement or Utility's Tariff; 2) failure to connect to Utility's facility and use same as soon as the facility is available, 3) failure to pay Utility's published rates and fees, or 4) misrepresentation of any facts on the Customer Service Application or this Agreement. Customer agrees to pay Utility liquidated damages as a result of any breach of this Agreement and Utility's Tariff. Utility may not reestablish service unless it has a current, signed copy of this Agreement.

Utility shall have the right to locate a wastewater service meter and pipe necessary to connect the meter on Customer's property at the point to be chosen by Utility. Utility, its employees and/or independent contractors, shall have access to property and equipment located on Customer's premises at all reasonable times for inspection to ensure compliance with State required standards, applicable plumbing codes and utility construction standards and for any other purpose related to its business operations. Upon discontinuance of service, Utility shall have the right to remove any of its property from Customer's property.

II. RELEASE. Customer shall hold Utility harmless from any and all claims for damage to real or personal property, occurring from the point Customer ties on to the wastewater meter to the final destination of the line installed by Customer, caused by service interruptions due to wastewater line breaks, tampering by other Customers of Utility, normal failures of the system, or other events beyond Utility's control. Customer further agrees to grant to Utility any easements of right-of-way for the purpose of installing, maintaining, and operating such pipeline, meters, valves, and any other equipment which may be necessary to extend or improve service for existing or future Customers. Customer agrees to grant access to Utility and its agents for sampling and inspections when there is reason to believe that cross-connections, prohibited discharges, or potential contamination hazards are occurring or for other basis determined in the sole discretion of Utility. Refusal to grant access to Utility may result in discontinuance of service. Installations and inspections shall occur during Utility's normal business hours.

III. RENTAL PROPERTY. Customer's submittal of an Application for Service is guarantee of payment for all rates, fees, and other charges due on any account for which Customer has made a deposit. Customer's deposit shall be applied to any balance due to Utility. Utility may discontinue wastewater service if it is required to liquidate Customer's deposit. Any owner of rental property that has or seeks to have wastewater service shall guarantee payment for renter. If renter falls in arrears, then owner and renter shall be jointly and severally liable for payment to Utility. If owner prefers the wastewater bill be mailed directly to renter, then renter must pay the deposit prior to commencement of service. After payment of any transfer fees, Utility will change the account into renter's name. If the final billing is more than the deposit amount, the full deposit will be credited to the account and the balance remaining will be billed to renter and owner. Owner's deposit shall be kept for the duration of renter's tenancy and shall be used to pay any of renter's bill that is in arrears.

At any time the renter falls into arrears but remains in tenancy with owner, owner shall be required to replenish the \$50 deposit to be in place during the duration of renter's tenancy. If owner knows renter is moving, then owner shall notify Utility of the change in service, pay a new deposit, and to advise if owner wants the water left on or locked. Owner will be responsible for any past due payments which must be paid in full before service can be established for a new renter. Deposit refunds will be issued in the form of a check to Customers with no delinquent balance or missed payments within a month after services have been disconnected.

Proof of ownership of property for which service has been requested shall be provided to Utility in the form of warranty deed, deed of trust, or recorded documentation of fee simple title to the real estate designated to receive service. Renters may provide a copy of their lease agreement.

IV. RESTRICTIONS.

A. No wastewater connection shall be made where an actual or potential contamination by cross connection or backflow siphonage may exist. Connection of service pipelines from Utility's wastewater service meter to any private well or other unknown wastewater supply is strictly prohibited.

B. No Persons, Users, and/or Customers shall introduce or cause to be introduced into the Sewer System any pollutant or wastewater that causes pass-through or interference, as defined in Exhibit 'A' (Prohibited Wastes), including any drainage wastewater and stormwater runoff, as amended by Texas Commission on Environmental Quality. Any such amendments to Exhibit 'A' will be sent to Customers. Prohibited pollutants, substances or wastewater shall not be processed or stored in such a manner that they could be discharged into the Sewer System.

C. No Persons, Users, and/or Customers shall discharge any industrial wastes, even as a result of attempts to pre-treat such waste to make it acceptable for entry into the Sewer System.

D. Customer shall immediately remove or contain any potential cross-connection, prohibited waste, or other contamination hazard on his premises at Customer's sole expense.

V. ENFORCEMENT. Utility shall notify Customer in writing of any violations of this Agreement or its Tariff. In addition to discontinuance of service, Utility may exercise any and all other remedies available under the laws of the State of Texas. Any expenses associated with the enforcement of this Agreement shall be billed to Customer.

VI. ASSIGNABILITY. Customer acknowledges and agrees that Utility may contract with other entities to operate and maintain the Sewer System on behalf of Utility. Customer further acknowledges and agrees that Utility may assign this Agreement at any time to any entity without notice to, or consent by, Customer.

Customer has read agreement and agrees to pay all applicable fees to establish wastewater service at the previous mentioned property location.

Read and accepted by:

Customer Signature

Date