



1775 N. Loop 336 E., Suite 14  
 Conroe, TX 77301  
 Phone: (936) 494-2600  
 Fax: (936) 494-2601  
 Contact@AquaTechUtilities.com  
 www.AquaTechUtilities.com

## WATER SERVICE APPLICATION

Date \_\_\_\_\_

- Subdivision
- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Cedar Creek    | <input type="checkbox"/> Parkview          | <input type="checkbox"/> Walnut Creek   |
| <input type="checkbox"/> Fairfield      | <input type="checkbox"/> Remington Place   | <input type="checkbox"/> Woodland Hills |
| <input type="checkbox"/> Indian Springs | <input type="checkbox"/> Settlers Crossing | <input type="checkbox"/> Woodridge Park |
| <input type="checkbox"/> Lakeview       | <input type="checkbox"/> Southhampton      | <input type="checkbox"/> Woodway        |
| <input type="checkbox"/> Meadow Glen    | <input type="checkbox"/> Texaba            |   |

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

Mailing Address \_\_\_\_\_  
 (if different)

Applicant's Name \_\_\_\_\_

Primary Phone _____ Type <input type="checkbox"/> Home <input type="checkbox"/> Mobile <input type="checkbox"/> Work	Alternate Phone _____ Type <input type="checkbox"/> Home <input type="checkbox"/> Mobile <input type="checkbox"/> Work
---	---

Email Address \_\_\_\_\_

Social Security # \_\_\_\_\_ DL # \_\_\_\_\_ DoB \_\_\_\_/\_\_\_\_/\_\_\_\_  
Month   Day   Year

Please send completed application form, Customer Service Agreement, and a **check or money order (no cash accepted) in the amount of \$100** (\$50 Application Fee, \$50 deposit) **made payable to Woodland Hills Water Co.** to us at the address listed below. You may also fax or email your application and make your initial payment by credit card over the phone by calling us at (935) 494-2600 during normal business hours (Monday - Friday, 9:00 AM - 4:00 PM).

<b>Mail completed documents &amp; payment to:</b> AquaTech Utilities, LLC 1775 N. Loop 336 E., Suite 14 Conroe, TX 77301	<b>Fax completed documents to:</b> (936) 494-2601 Submit initial payment by phone	<b>Email completed documents to:</b> Applications@AquaTechUtilities.com Submit initial payment by phone
---	---	---

Please make check / money order payable to Woodland Hills Water Co.

**Please initial each item to indicate your acceptance**

- \_\_\_\_\_ I have read and understand AquaTech Utilities' Schedule of Fees (page 2).
- \_\_\_\_\_ I have read and agree to AquaTech Utilities' Billing Policies & Procedures (page 2).
- \_\_\_\_\_ I have read and signed the Customer Service Agreement (page 3).

Printed Name	Signature
--------------	-----------

**Thank you! We look forward to being your water provider and service company!**

## SCHEDULE OF FEES

### Monthly Rates & Fees

Minimum Monthly Rate	\$32.40
Usage Rate	\$2.96 per 1,000 gallons
Regulatory Assessment Fee	1% of total amount due

If you have questions about our rates and fees, please visit the Common Questions page on our website to learn more:

[www.AquaTechUtilities.com/faqs](http://www.AquaTechUtilities.com/faqs)

### Additional Fees

Application Fee	\$50.00
Deposit	\$50.00
Reconnect Fee (Non-Payment/Disconnection)	\$25.00
Reconnect Fee (Customer Request)	\$50.00
Late Fee	\$5.00
Returned Check Fee	\$30.00
Meter Test Fee	\$25.00
Transfer Fee	\$35.00
Cut Lock Fee	\$32.50
New Tap Fee	\$600.00

## BILLING POLICIES & PROCEDURES

### Billing & Due Dates

Meters are read once a month and bills are mailed to customers or made available online, per customer preference. Customer may view their account balance online to determine amount due if no bill is received. **Non-receipt of bill does not warrant non-payment of an amount due.**

If payment is not received on or before the due date, a 10-day final/disconnect notice will be mailed to the customer and a late fee of \$5.00 will be assessed. If payment is not received before the disconnect date shown on the notice, service will be disconnected. All charges, including a \$25 reconnect fee, must be paid before service will be reinstated.

Once service is disconnected for non-payment, any damage that occurs to water supply equipment will result in the meter at the property being removed. All fees incurred must be paid in advance of service being reinstated.

**Service will be reinstated the following business day after all past-due fees and charges have been paid.**

### Billing Schedule

Billing Date	Due Date	Disconnect Date
5th of the month	20th of the month	10 days past due date

### Online Bill Pay

Save time and money with online bill pay! Customers may now manage and pay their bill online with our online bill pay service, available through our website. Customers may view their account and current amount due and make payments 24/7 by e-check or debit / credit card. Customers may also elect to receive electronic statements instead of mailed bills, and sign up for automatic payments. Registration is quick and easy. Visit [www.AquaTechUtilities.com/online-bill-pay](http://www.AquaTechUtilities.com/online-bill-pay) to learn more and to register.

# CUSTOMER SERVICE AGREEMENT

## PURPOSE

Woodland Hills Water Company (managed and serviced by AquaTech Utilities, LLC) 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 Woodland Hills Water Company 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 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 .25% 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.

## SERVICE AGREEMENT

The following are the terms of the service agreement between Woodland Hills Water Company (the Water System) and

**Please print your name:** \_\_\_\_\_ (the Customer).

- A. The Water System 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 or her 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 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 or her property.
- E. The Customer shall, at his or her 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 Water System 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.

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

City \_\_\_\_\_ Zip Code \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_