



# SERVICE AGREEMENT

All pages in this application and agreement must be completed and signed by the person(s) requesting service.

Applicant Name: \_\_\_\_\_

Co-Applicant Name: \_\_\_\_\_

Primary Email: \_\_\_\_\_       Alternate Email: \_\_\_\_\_   
Send monthly statement to this email address      Send monthly statement to this email address

Service Address: \_\_\_\_\_      Billing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Primary Phone Number: \_\_\_\_\_ Alternate Number: \_\_\_\_\_

### Landlord Information (If Applicable):

Landlord Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant Signature

\_\_\_\_\_  
Date

The District provides the following services to the Brockdale Community, Seis Lagos Community and Commons of Camden Community:

Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_

# SERVICE AGREEMENT

Deposit/Transfer Fee Check #: _____	Paid by Cash: <input type="checkbox"/> Y / N <input type="checkbox"/>
Identification Type: _____	Copied for File: <input type="checkbox"/> Y / N <input type="checkbox"/>
Warranty Deed / Deed of Trust: <input type="checkbox"/> Y / N <input type="checkbox"/>	Lease/Rental Agreement: <input type="checkbox"/> Y / N <input type="checkbox"/>

## SERVICES PROVIDED

**Water**  
Property Tax Collection

**Fire Protection**  
Street Maintenance

**Sewer**  
Street Lighting

## PAYMENTS AND BILLING

**We encourage all customers to consider options that help the environment and reduce the use of paper and postage. Choosing e-bill options and e-payment methods that reduce our dependence on natural resources helps to make a positive impact to the environment.**

### RECEIVING BILLS

- **Email** – This is the preferred method by the District. Emailing monthly statements is automatic and reduces waste of natural resources and helps reduce costs.
- **USPS Delivery** – Monthly statements are mailed through the United State Postal Service.

Note: If you choose paperless billing, you will not receive a paper statement in the mail.

### PAYMENT METHODS

**If you choose to pay by credit/debit card or e-check, the service fee will be the greater of \$5.95 or 3% per transaction.**

- **AutoPay** – Sign up through our Customer Web Portal with a credit/debit card for recurring payments at [www.slud.epayhub.com/Account/Login](http://www.slud.epayhub.com/Account/Login). Customers must be signed up by the 6<sup>th</sup> of a given month to have the same month's charges withdrawn to avoid late fees. All credit/debit card withdrawals will occur on the 15<sup>th</sup> of the month. If the 15<sup>th</sup> falls on a Saturday or Sunday, withdrawals will occur the next business day. *Account number and phone number on file with the District required to sign-up.*
- **Payment Drop Box** – Located at the Seis Lagos Clubhouse parking lot. The drop box is labeled SLUD and is checked daily by District staff.
- **Drop off payment** in person at the SLUD office. Please check SLUD office hours.
- **Automatic Bill Pay** – Direct Withdrawal from the customer's financial institution.
- **ACH** – This must be set up in person at SLUD office. The draft is taken on the 6<sup>th</sup> of every month. If the 6<sup>th</sup> falls on weekend the draft will be the following Monday. All drafts will be debited out of the customer's account on or about the 10<sup>th</sup> or 11<sup>th</sup> of the month.
- **USPS** – Customers can always submit their payment via the postal service. Please allow seven to ten business days for payment delivery to the SLUD office.

Note: Please add your account number or lot and block number on your payment to ensure proper application.

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Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



# SERVICE AGREEMENT

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

## **CONSTRUCTION INFORMATION**

### **IMPORTANT PROCEDURES**

If you are planning any of the following projects, contact the SLUD office before starting the project. Projects include but are not limited to:

- **Swimming Pool**
- **Driveway (addition or repair)**
- **Patio (addition or repair)**
- **Dirt work**
- **Concrete**

These and other similar projects require a **\$2,000.00** deposit, applicable inspections fees, and Contractor Registration form. The Contractor Registration form and applicable registration fee of **\$25** must be completed, submitted, and approved by the District before commencement of any planned project. The road inspection by SLUD is required prior to the start of construction. SLUD must be contacted at the completion of the project for a final inspection. If the road has not been damaged, your full **\$2000.00** refund will be generated within seven business days, along with our normal accounts payable check processing if your original deposit check has cleared the bank. Construction must finalize within twelve-months of the project's start date. Construction which goes beyond twelve-months is subject to the deposit forfeiture.

## **DATES TO REMEMBER**

### **METER READINGS**

- Water meters are read on the **28<sup>th</sup>** of each month; the bill is due on the **15<sup>th</sup>** of the following month.

### **LATE PENALTIES**

- Late payments are assessed on the **16<sup>th</sup>** of the month and face a **10%** fee.

### **DISCONNECTION INFORMATION**

- A disconnection notice will be sent to all customers with an outstanding late penalty on the first working day after the **16<sup>th</sup>**; residents have until the **28<sup>th</sup>** before service is terminated. If water service is terminated for non-payment, there will be a **\$120.00** reconnection fee after the bill is paid in full (past due/current amount due/penalties/reconnection fee). Water service will be unavailable until the entire payment is made.

## **COMMUNICATION**

### **BOARD MEETINGS**

The Board of Directors meetings are held on the 3<sup>rd</sup> Monday of each month. Meetings begin at 7:00 PM in the Seis Lagos Clubhouse or Cabana located at 220 Seis Lagos Trail, Lucas, Texas 75098 (meeting dates and location may be moved to another location if conflicts in scheduling occur). All residents are welcome to attend. Notification of meetings will be posted according to applicable State Statute.

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



# SERVICE AGREEMENT

Co-Applicant Signature

Date

## APPLICATION OF SERVICE AGREEMENT

The Seis Lagos Utility District is responsible for protecting the community's drinking water supply from contamination or pollution resulting from improper plumbing practices. The purpose of this agreement is to inform all customers of plumbing restrictions and to notify users of the enforced regulations in place to ensure public health and welfare.

## **PLUMBING RESTRICTIONS**

The following plumbing practices are prohibited by State regulations:

- A. No direct connection between the public water supply and potential sources of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an airgap 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 airgap or reduced pressure-zone backflow prevention device.
- C. No connection, which allows water to be returned to the public water supply, is permitted.
- D. No pipe or pipe fitting which contains more than 8% lead may be used for the installation or repair of plumbing at any connection which provides water for human use. 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 the District and the Customer:**

- A. The District will maintain a copy of this agreement if the Customer and/or the premises are connected to the District's water system.
- B. The Customer shall allow his/her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the District or the designated agent prior to initiating or continuing service and periodically thereafter. The inspections shall be conducted during the District's normal business hours.
- C. The Customer is entitled to a **once every thirty-six months leak relief**; a policy SLUD has designed to ensure residents of financial help if an emergency leak occurs. Customers must submit the required documentation to the SLUD office to calculate their leak relief. **See Section 1.3 of the Rates and Rules.**
- D. The District shall notify the customer in writing of any cross-contamination or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- E. The Customer shall immediately correct any undesirable plumbing practices on his/her premises.
- F. 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 SLUD.
- G. The Customer agrees to use and pay for District service in accordance with the rates, rules, and regulations of the District now or hereafter in force.
- H. The Customer agrees to provide a photocopy of their driver's license with this customer service agreement.
- I. The Customer (residential and commercial) agrees to provide a deposit of **\$250.00**, refundable upon termination of service with the District.
- J. A **\$50.00** transfer fee must be paid at the time of this agreement to process connection of service.
- K. A **\$50.00** fee will be charged to each customer requesting a leak check if it is determined there is a leak on the customer side of the meter. **See Section 1.6 of the Rates and Rules.**

**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.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



2730 Country Club Road, Suite E1  
Lucas, TX 75002  
972/442-6875 • [www.slud.us](http://www.slud.us)

Co-Applicant Signature

Date

## COST OF SERVICE

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The base rate is charged every month for meter availability. This charge will apply even when no water is used.

### FEES

Deposit	\$250.00
Transfer Fee	\$50.00
Monthly Minimum Water Charge	\$50.00
Monthly Sewer Charge	\$90.31
Monthly EMS / Fire Response	\$80.90
Assessed Late Fees	10% added to delinquent amount due
Disconnect / Reconnect	\$120.00 + Balance paid in full

### WATER CHARGES

0 – 10,000 gallons	\$5.04 per 1,000 gallons
10,001 – 35,000 gallons	\$6.52 per 1,000 gallons
35,001 – 50,000 gallons	\$10.08 per 1,000 gallons
50,001 – Over	\$11.27 per 1,000 gallons

By signing this cost-of-service notice, you acknowledge that all charges and fees for service are non-refundable except for part of the deposit. Prior to selling or vacating the property, you must request that your service be discontinued and provide a forwarding address. The District will refund the balance of your deposit after applying any outstanding service charges. This notice is provided in accordance with Section 1.9.2 of the District's Rate Order. Our rates are reviewed annually to ensure our capability to provide safe and continuous water to our customers now and in the future.

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Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



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\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant Signature

\_\_\_\_\_  
Date

## REQUEST FOR CONFIDENTIALITY

\_\_\_\_\_  
You can now request that personal information contained in the District customer/account records not be released to unauthorized persons. Under Section 182-052 of the Texas Utility Code, the District may not disclose personal information in a customer's account record, or any information relating to water usage or billing, if the customer requests in writing that the information be kept confidential.

Please note, the District must still provide this information under law to certain persons.

The District must still provide this information to:

- (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity;
- (2) an employee of a utility acting in connection with the employee's duties;
- (3) a consumer reporting agency;
- (4) a contractor or subcontractor approved by, and providing services to, the district or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government;
- (5) a person for whom the Applicant has contractually waived confidentiality for personal information; or
- (6) another entity that provides water, wastewater, sewer, gas electricity, or drainage service for compensation.

\_\_\_\_\_  
I/we hereby request that the district keep the personal information in my/our account

\_\_\_\_\_  
Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



## BROCKDALE BACKFLOW DEVICE INFORMATION

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record confidential, including address, telephone number and social security number(s), to the extent permitted by federal and state law.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant Signature

\_\_\_\_\_  
Date

### **PURPOSE OF A BACKFLOW DEVICE**

The backflow device on your property was installed as an integral part of your irrigation system. It is designed to prevent contaminants from entering water lines that go directly under homes and into your water system. The **Texas Commission on Environmental Quality (TCEQ)** requires this by Rule, Chapter 290.47 that the District adopt a Cross-Connection Control Program.

### **MAINTENANCE**

Any connection that has an irrigation or sprinkler system is required by TCEQ to have a backflow device installed and tested every year. A licensed plumber or irrigation company must install the device. According to TCEQ, these devices must be **tested annually** and are an expense of the resident.

*I understand that my backflow device must be tested annually to remain in compliance.*

\_\_\_\_\_

\_\_\_\_\_

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Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



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Lucas, TX 75002  
972/442-6875 • [www.slud.us](http://www.slud.us)

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

**BOARD OF DIRECTORS  
MEETINGS & EMAIL  
DISTRIBUTION LIST**  

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**COMMUNITY PARTICIPATION**

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**MEETINGS OF THE SEIS LAGOS UTILITY DISTRICT BOARD OF DIRECTORS**

**Section 4.01.** Regular meetings of the Board of Directors shall be held on the **third Monday of each month** at the time and place stated in the notice of the meeting, which notice shall be prepared and signed by the General Manager or President (or, in his absence, the Vice President). This date may be rescheduled to an alternate night due to Federal Holidays on the call of the President or, if he is deceased, disabled, incapable or acting or absent, on the call of the Vice President.

**Section 4.02.** Special meetings of the Board of Directors may be held on the call of the President or, if he is deceased, disabled, incapable of acting or absent, on the call of the Vice President. Special meetings may be held within or outside the District.

**Section 4.03.** All meetings, whether regular or special, shall be called and held in full compliance with the Texas Open Meetings Act.

ByLaws of Seis Lagos Utility District  
509121.v1 (revised 071513)

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**BOARD OF DIRECTORS EMAIL DISTRIBUTION LIST**

Email notifications for meetings of the Board of Directors and agendas of topics to be discussed in meetings are made available to customers in the Commons of Camden, Brockdale, and the Seis Lagos communities. Please check the box below indicating your choice regarding meetings notifications.

I request my email address to be added to the Seis Lagos Utility District email distribution list to be notified of meetings of the Board of Directors and receive information related to the communities the Seis Lagos Utility District serves.

I do not want my email address to be included to the Seis Lagos Utility District email distribution list to be notified of meetings of the Board of Directors and do not want to receive information related to the communities the Seis Lagos Utility District serves.

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**COMMUNITY PARTICIPATION**

**Citizen input during Board of Director Meetings:** An opportunity for citizens to address the Seis Lagos Utility District Board of Directors on matters which are on the agenda (TX Gov't Code § 551.007(b)) or are not scheduled for consideration (non-agenda items).

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Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_



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**NOTE:** The Texas Open Meetings Act prohibits deliberation by the Board of Directors of any subject which is not on the posted agenda, therefore the Board of Directors will not be able to discuss or act on items not listed on this agenda, other than to make statements of specific factual information, recite existing policy in response to the inquiry, or deliberate placement on a future agenda (**TX Gov't Code § 551.042**).

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Applicant Signature

\_\_\_\_\_  
Date

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Account: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_