



**City of Universal City**  
 Attn: Utility Billing Dept.  
 2150 Universal City Blvd.  
 Universal City, TX. 78148  
 E-mail: utilitybilling@uctx.gov  
 Phone: 210-659-0333, Option 2

<b>Office Use Only:</b>		
Account Number: _____		
<input type="checkbox"/> Residential	<input type="checkbox"/> Commercial	<input type="checkbox"/> Construction
<input type="checkbox"/> Fire Hydrant	<input type="checkbox"/> Deposit Amount: _____	
Staff Initials & Date: _____		

**In-Person Utility Service Agreement**  
**Application and Agreement for City Water, Sewer, Garbage, Services and Fees**

Service Start Date: \_\_\_\_\_ Application will be in one or two persons names: (check one) 1  2

**Primary Applicant:** \_\_\_\_\_ **Driver's License:** \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

**Co-Applicant:** \_\_\_\_\_ **Driver's License:** \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

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

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

E-Mail Address - Primary Applicant: \_\_\_\_\_ Co-Applicant Email: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Owner: \_\_\_\_\_  Contractor: \_\_\_\_\_

Renter: \_\_\_\_\_  Realtor: \_\_\_\_\_  Multi-Family Owner: \_\_\_\_\_

**Agreement: (initial each line)**

I/We hereby agree to the following conditions:

1. \_\_\_\_/\_\_\_\_ I/We agree to pay the bill on or before the due date.
2. \_\_\_\_/\_\_\_\_ Turn-on/off hours are from 9:00am to 4:00pm, Monday thru Friday.
3. \_\_\_\_/\_\_\_\_ I/We agree that if I/We do not receive a bill by mail or email, **it is my/our responsibility** to contact the Utility Billing Dept. office to determine the amount of my bill.
4. \_\_\_\_/\_\_\_\_ I/We agree that it is my responsibility/choice to have someone present at the residence for all water service turn-ons.
5. \_\_\_\_/\_\_\_\_ I/We agree that the City is not responsible for any damage incurred to the residence once service is restored/turned on.
6. \_\_\_\_/\_\_\_\_ I/We understand not to tamper or turn on any water meters without the City of Universal City's knowledge, or I/We will be subject to pay all fines that are assessed by City ordinance.
7. \_\_\_\_/\_\_\_\_ I/We agree to call or email a request for water to be discontinued when permanently leaving the premises upon sale or rental of the above referenced service address.
8. \_\_\_\_/\_\_\_\_ I/We agree that the \$135 deposit/advance will be assessed on my first water bill.
9. \_\_\_\_/\_\_\_\_ I/We agree that the deposit/advance will be credited to my final bill and any final bill credit balance under \$5.00 will not be refunded.
10. \_\_\_\_/\_\_\_\_ I/We agree that any applicant/co-signer of this account **will be responsible** for any and all unpaid balances of this account.
11. \_\_\_\_/\_\_\_\_ I/We agree that if I/We default on any of the above agreements, the City of Universal City has the right to put the account into disconnect status and suspend the service until the account is paid in full as per City Ordinance.
12. \_\_\_\_/\_\_\_\_ I/We agree to the entire terms of the City of Universal City's Utility Service Agreement.

**REQUEST FOR ACCOUNT RECORDS CONFIDENTIALITY**

The Texas Utility Code, Section 182.052, provides that a government-operated utility which provides water, wastewater, drainage, sewer, gas, and electricity for compensation may not disclose personal information in a customer's account or record. **IF** the customer requests, **IN WRITING**, the utility may disclose their personal information. Personal information, as defined by House Bill 872 (effective date 09-1-2021) means an individual's address, telephone number or Social Security Number/Driver's License number, utility usage or amounts billed.

If this is your intention that the above information in your account records is **be made public**, please mark below, and complete the bottom portion of this form.

\_\_\_\_\_/\_\_\_\_\_/ I/We, the undersigned, hereby request that my/our account or records at the City of Universal City Utility Department be disclosed, as permitted by the Texas Utility Code.

Please list below any business partner, and/or other persons whom you give authorization to view or have access to your account:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

Additional Information or Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ENFORCEMENT:** IF THE CUSTOMER FAILS TO COMPLY WITH THE TERMS OF THIS SERVICE AGREEMENT, THE CITY'S WATER SYSTEM SHALL TERMINATE THE WATER SERVICE AND ALSO RETAIN THE RIGHT TO CLOSE OUT THE UTILITY ACCOUNT IF PAYMENT IS DELINQUENT (THIS WILL RESULT IN A NEW DEPOSIT BEING DUE). THE CUSTOMER SHALL PAY ANY EXPENSES ASSOCIATED WITH THE ENFORCEMENT OF THIS AGREEMENT. **(If this account goes into disconnect status, whether the water is already off or not, I/we understand that there will be a new reconnection/administrative fee charged to the account).**

\_\_\_\_\_  
**PRIMARY** Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
**CO-APPLICANT** Signature

\_\_\_\_\_  
Date

## City of Universal City Utility Service Agreement

**Purpose:** The City of Universal City is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on your side of the meter (Retail Connection). This service agreement is notification of the restrictions which are in place to provide this protection. The Public Works Department enforces these restrictions to ensure the public health and welfare. Each retail customer (you) must sign this agreement before the City will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this Utility Service 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 airgap 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 airgap 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.

**Service Agreement:** The following are the terms of the service agreement between the City of Universal City and the Customer.

- A. The City will maintain a copy of this agreement for as long as the Customer and/or the premises are connected to the Universal City water system.
- B. The Customer shall allow the property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City 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 inspections shall be conducted during the Water System's normal business hours.
- C. The City 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 period reinspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his/her premises.
- E. The Customer shall, at their own expense, properly install, test, and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the Public Works Department.
- F. The Customer is liable for contamination to their property or to the public water supply if the Customer causes the contamination to occur. The Customer shall immediately notify the City if the Customer causes any contamination.
- G. The Customer shall hold the City harmless from any and all claims or demands for damages to real or personal property occurring from the point the Customer ties onto the water meter to the final destination of the line installed by the Customer. The Customer agrees to grant to the City an easement of right-of-way for the purpose of installing, maintaining, and operating such pipelines, meters, valves and any other equipment which may be deemed necessary for the City on City forms required by the City.
- H. The City shall have the right to locate a water meter and any pipe necessary to connect the meter on the property of the Customer at a point to be chosen by the City. The City shall always have access to its property and equipment located upon the Customer's premises for any purpose connected with or in the furtherance of its business operations and upon discontinuance of service shall have the right to remove any of its property from Customer's premises.

**Enforcement:** If the Customer fails to comply with the terms of this service agreement, the City 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.

\_\_\_\_\_  
Primary Applicant/Customer Name – Print

\_\_\_\_\_  
Co-Applicant/Customer Name – Print

\_\_\_\_\_  
Primary Applicant/Customer Name – Signature

\_\_\_\_\_  
Co-Applicant/Customer Name – Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**\*\*\*By signing above, I/We have read and acknowledged all the information provided on all pages 1, 2 and 3 \*\*\***



**GET CONNECTED. STAY INFORMED.**  
**Universal City Emergency Alert System**

Get notified of emergencies affecting Universal City or your neighborhood! Sign up for Blackboard Connect. Choose how you get notified: text, landline, cellphone, or email. All information is kept confidential.

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

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

Preferred Method of Contact (choose one or two methods)

Landline: \_\_\_\_\_

Cellphone Call: \_\_\_\_\_

Text Message: \_\_\_\_\_

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