

# CYPRESS RANCH WCID NO. 1 SERVICE AGREEMENT

500 Capital of Texas Hwy N., Bldg. 1, Ste. 125, Austin, TX 78746

Office: 512-402-1990 Fax: 512-402-0304

(Water and Wastewater)

APPLICATION FOR SERVICE	Office Use Only
Acct #: _____	<input type="checkbox"/> 5/8" Deposit <b>\$150.00</b> 3/4" Deposit
Transfer fee: <b>\$25.00</b>	Application Surcharge: <b>\$5.00</b> Beginning Read: _____
<input type="checkbox"/> Driver's License Verification	<input type="checkbox"/> IRIS Notification      Check Number: _____

Date Service to Begin \_\_\_\_\_ Home Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Spouse/Roommate: \_\_\_\_\_

Service Address: \_\_\_\_\_  
Street City State Zip

Billing Address (if different): \_\_\_\_\_  
Street City State Zip

Employment: \_\_\_\_\_ Phone: \_\_\_\_\_

Spouse Employment: \_\_\_\_\_ Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

In case of emergency contact:

Name	Address	Area Code/Phone	Relationship
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If renting, please complete:

Owner/Rental Agent Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**I hereby request that my personal information (address, phone number and social security number) and usage, billing and payment records be kept confidential.**

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 individual applicants on the basis of visual observation or surname.

White, Not of Hispanic Origin     Black, Not of Hispanic Origin     American Indian or Alaskan Native     Hispanic     Asian or Pacific Islander     Other (Specify)     Male     Female

SEE ATTACHED

**The applicant agrees to follow the rules and regulations of the Cypress Ranch WCID No. 1.**

**Please sign Service Application and Service Agreement**

Applicant's Signature: \_\_\_\_\_

## Service Agreement continued

- I. **PURPOSE.** The Cypress Ranch WCID No. 1 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 Cypress Ranch WCID No. 1 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.
  
- II. **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 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 the 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.
  
- III. **SERVICE AGREEMENT.**

The following are the terms of the service agreement between Cypress Ranch WCID No. #1 (the Water System) and the Customer.

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are 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-connection 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 Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazards on his premises.
- 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.

IV. 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 appropriated backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

# Cypress Ranch WCID No. 1

500 N Capital of Texas Hwy. Bldg 1, Suite 125, Austin, TX 78746

Office: 512-402-1990 Fax: 512-402-0304

## IMPORTANT INFORMATION Regarding your Contact Accessibility

Your water utility provides, at no cost to you, an instant Emergency Notification system.

**In the event of a water emergency, or water service interruption,  
Cypress Ranch WCID No. 1 will notify you through:**

- ▶ Home phone
- ▶ Cell phone
- ▶ Text messaging
- ▶ E-mail

**Cypress Ranch WCID No. 1 is prohibited by law from releasing any of your personal contact information.**

**SERVICE ADDRESS:** \_\_\_\_\_

Utility Customer Name:

Email Address 1st Option:

Utility Customer Name:

Email Address 2nd Option:

**Please indicate how you would like to be contacted: Please check all that apply.**

Priority #1 Phone Number :

Home      Cell      Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Priority #2 Phone Number :

Home      Cell      Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Priority #3 Phone Number :

Home      Cell      Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\* Phones are contacted based on priority order you select. A message will be left if no one answers after three rings.

Customer's signature

# Cypress Ranch WCID No. 1

500 N Capital of Texas Hwy, #1-125, Austin, Texas 78746  
Office (512) 402-1990

## Stage 2 SEVERE Water Restrictions

EFFECTIVE: June 9, 2011

Dear Residents:

Cypress Ranch WCID No. 1 has implemented Stage 2 of the Drought Contingency Plan immediately. Customer demand has reached 80% of pumping capacity. The General Manager and the District Engineer shall monitor the water system and other regional water supply providers and shall have authority to implement Stage 2 restrictions prior to reaching the supply or demand triggers at their discretion.

Target: Achieve a 25% reduction in per capita water consumption

The SEVERE Water Use Restrictions are as follows:

- A. Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to one day a week according to the following watering schedule:

ADDRESSES ENDING IN:	DAY TO WATER
0 or 9	Sunday only
1 or 8	Monday only
2 or 7	Tuesday only
3 or 6	Thursday only
4 or 5	Friday only

**Irrigation of landscaped areas is further limited to 10 minutes per zone** and limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at anytime if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.

- B. Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane, or other vehicle is prohibited except on designated watering days between the hours of 12:00

midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shut off nozzle for quick rinses.

- C. Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or “Jacuzzi” type pools is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight.
- D. Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.
- E. Use of water for hydrants or flush valves shall be limited to fire fighting, related activities, or other activities necessary to maintain public health, safety and welfare, except that use of water from designated fire hydrants for construction purposes may be allowed under special permit from District.
- F. **The following uses of water are defined as non-essential and are prohibited:**
  - 1. wash down of any sidewalks, walkways, driveways, parking lots, tennis courts or other hard-surfaced areas;
  - 2. use of water to wash down buildings or structures for purposes other than immediate fire protection;
  - 3. use of water for dust control;
  - 4. flushing gutters or permitting water to run or accumulate in any gutter or street; and
  - 5. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

**New landscapes may be installed under these specific criteria:**

- 1. A written variance request for new landscapes has been submitted to the General Manager, or his/her designee, and has been approved prior to installation of the landscape; and
- 2. irrigation of the new landscape follows this established schedule, identified within the new landscape variance:
  - a. for the first 10 days after installations, once per day;
  - b. for day 11 through 20 after installation, once every other day before 10:00 a.m. and after 7:00 p.m.;
  - c. for day 21 through 30 after installation, once every third day before 10:00 a.m. and after 7 p.m.

**Note: A variance for new landscapes will be issued for installation to occur no more than 30 days from date of issuance.**

Stage 2 of the Drought Contingency Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 1 week. Upon termination of Stage 2, Stage 1 becomes operative.

However, if the conditions should persist or demand reaches 90% of pumping capacity then Stage 3 becomes operative.

Should you have any questions regarding this notice, please contact the Utility Office at 512-402-1990.

Cypress Ranch WCID No. 1