Midlothian
DFW's Southern Star

Date_____

Name: _____
Last *First* *Middle*

Phone: _____ _____ _____
Home *Business* *Cell*

****COPY OF DRIVER'S LICENSE REQUIRED FOR ALL SERVICE REQUESTS****

Section A

Disconnect Service

Service Address: _____
Street *City/State* *Zip*

Forwarding Address: _____
Street or PO Box *City/State* *Zip*

Date to Disconnect (Normal Business Day): _____

Signature:_____

Section B

Transfer Service (*only if moving from one Midlothian address to another*)

New Service Address:_____
Street *City/State* *Zip*

New Mailing Address:_____
Street or PO Box *City/State* *Zip*

Date to Connect (Normal Business Day):_____

Previous Service Address:_____
Street *City/State* *Zip*

Date to Disconnect (Normal Business Day):_____

Signature:_____

All Delinquent Accounts will be sent to a Collection Agency

City of Midlothian
104 W Ave E
Midlothian, TX 76065
***Fax*: (972) 775-7160**
Phone: (972-775-7130

It is the customer's responsibility to verify that the completed form is received by the Utility Billing Department
Please call (972) 775-7130

WATER SERVICE AGREEMENT

I. **PURPOSE -** The City of Midlothian is responsible for protecting its 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 the **City of Midlothian** 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 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 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.

III. **SERVICE AGREEMENT** - The following are the terms of the service agreement between the **City of Midlothian** and the Customer.

- **A.** The **City of Midlothian** will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the City's Water System.
- **B.** The Customer shall allow their property to be inspected for possible cross connections and other potential contamination hazards. These inspections shall be conducted by the City of Midlothian 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 City of Midlothian normal business hours.
- **C.** The City of Midlothian 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 their premises.
- **E.** The Customer shall, at their expense, properly install, test upon installation, and maintain any backflow prevention device required by the City of Midlothian. Copies of all testing maintenance records shall be provided to the City of Midlothian. After initial installation and testing of a new backflow prevention device, **Residential ONLY testing of backflow devices on irrigation systems will be provided by the City** in accordance with City policies and procedures**.**

IV. **ENFORCEMENT -** If the Customer fails to comply with the terms of this Service Agreement, the City of Midlothian shall, at its option, terminate service and/or properly install and test an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Agreement shall be billed to and borne by the Customer.

Name (please print)	Signature	Date

Address	City	State	Zip

Customer Notification

Revised Cross Connection Control and Backflow Prevention Program

EFFECTIVE JANUARY 1, 2013

On November 13, 2012, the Midlothian City Council adopted a new Cross Connection Control and Backflow Prevention Program (Ordinance No. 2012-39). This program has been implemented in order for the City to meet the requirements of the Texas Commission on Environmental Quality (TCEQ) by protecting our water system from potential backflow or siphonage. Although this new program is similar to the one adopted in 2001, there are changes to the program that will affect residential and non-residential customers.

Residential Customers:
Effective January 1, 2013, all testing of existing backflow devices on residential irrigation systems will be performed by a third-party tester under contract with the City of Midlothian. This testing will be performed *AT NO COST TO YOU.* The City will schedule the required testing, handle the necessary paperwork, and maintain the necessary records. However, please be advised that if your device fails the testing and requires repair and/or replacement, you will be notified by the City and will be responsible for hiring a registered installer/plumber and covering all costs associated with this work.

Non-residential Customers:
Effective January 1, 2013, all irrigation systems that are classified as a nonhealth hazard (e.g., no direct chemical-type feed system) will be required to be tested every other year. All other provisions of the 2001 program remain in effect.

The City's goal is to assure that all our customers are provided with safe drinking water and we believe that a program to identify and eliminate any possible cross connections is vital in helping us maintain this goal.

Please notify the City if you have a device that has not been tested per TCEQ requirements or you would like to reconnect an existing irrigation system that requires testing.

Thank you for your cooperation and for assisting us with this program. If you have any questions or would like to request more information regarding this program, please call the Water Treatment Plant at (972) 775-7180 or (972) 775-6663.