NEW USER AGREEMENT

I, _____, hereby
(Name)
apply to the City of Redwater for water service at the following location:

_____

_____
(Service Address)

_____

_____
(Mailing Address)

☐ I agree to pay a non-refundable water tap of $_____ and/or a non-refundable sewer tap of $_____ before service may commence. I understand that should the connection involve labor or materials above and beyond the normal tap and connection charges, I will be liable for these charges and payment is due before water and/or sewer usage will begin. I will be notified of such impending charges.

☐ I agree to pay a meter deposit of $_____. The meter deposit is refundable with a notification to vacate the premise and when the account is paid in full including any charges from the final meter reading.

☐ I agree to pay an inspection fee of $_____ for a new tap, or a connection fee of $_____ for an existing meter.

☐ I agree to pay the monthly water bill promptly in accordance with the rates and policies set forth by the City.

Account: _____

City Official: _____

Deposit	$	
Water Tap	$	
Sew Tap/ Bore Fee	$	
Inspection/ Connection	$	
Apply to Account	$	
Total Paid	$	
Cash	Card	Check

Type of Service	
Residential	Commercial
Customer Status	
Owner	Renter
Trash Service:	
Yes	No
Auto Draft	
Yes	No
Bill Notification	
Yes	No
Number of Household Members:	_____

Email: _____

Phone: _____

Alternate Contact and Phone Number:

_____

_____

Applicant's Signature & Date:

_____

SERVICE AGREEMENT

PURPOSE

The Redwater Water & Sewer System is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure public health and welfare. Each customer must sign this agreement before the Redwater Water & Sewer System begins service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish services unless it has a signed copy of this agreement.

PLUMBING RESTRICTIONS

The following practices are unacceptable and prohibited by State regulations:

- 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.
- No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking supply shall be eliminated at the service connection by the installation of an airgap or a reduced pressure zone backflow prevention device.
- No connection, which allows water to be returned to the public drinking water supply, is permitted.
- No pipe or pipe fitting which contains more than eight percent (8%) lead may be used for the installation or repair of plumbing at any connections which provides water for human use.
- No solder or flux, which contains more than 0.2 percent lead, can be used for the installation or repair of plumbing at any connection which provides water for human use.

Service Agreement

The terms of the service agreement between Redwater Water & Sewer System and the customer are as follows:

- The Water System maintains a copy of this agreement as long as the customer and/or the premises are connected to the Water System.
- The customer shall allow this property to be inspected for possible cross-connections and other unacceptable plumbing practices. 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 unacceptable plumbing practices exist, or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.
- The Water System shall notify the customer in writing of any cross-connection or other unacceptable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
- The customer shall immediately correct any unacceptable plumbing practice on the premises.
- The customer shall, at their 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.

PLEASE NOTE: A sprinkler system without an installed backflow preventer is considered unacceptable under the PLUMBING RESTRICTIONS. You may contact City Hall in reference to the restriction. You will not be allowed to continue receiving water from the Redwater Water & Sewer System if you have a sprinkler system that has not had a backflow preventer installed.

Enforcement

If the customer fails to comply with the terms of the Service Agreement, the Water System shall, at its choosing, 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 the agreement shall be billed to the customer.

Signature

Date