

WELCOME TO ENCANTO REAL UD

When applying for water service in Encanto Real UD you will need to complete the attached Application for Service and bring it in, drop off, mail via USPS or overnight to our office located at 17707 Old Louetta Rd., Houston, TX 77070.

****Please note if you will be having a representative start service or drop off information on your behalf, said representative will need their valid photo ID, a copy of your photo ID along with a signed Letter of Authorization from you.****

If you purchased the property you will need to provide the following:

- Proof of purchase ie: fully executed Closing Disclosure or Settlement Statement.
- Or Proof of ownership ie: fully executed Deed (complete with receipt of recording). If you are listed as the owner of record on the respective Appraisal District's website we may be able to use that information for verification purposes.
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- A check or money order in the amount of \$140.00 (\$100.00 deposit + \$40.00 application fee) payable to Encanto Real UD.

If you are leasing the property you will need to provide the following:

- A fully executed copy of your Lease Agreement
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- A check or money order in the amount of \$290.00 (\$250.00 deposit + \$40.00 application fee) payable to Encanto Real UD.

If you purchased a commercial property you will need to provide the following:

- Proof of purchase ie: fully executed Closing Disclosure or Settlement Statement.
- Or Proof of ownership ie: fully executed Deed (complete with receipt of recording). If you are listed as the owner of record on the respective Appraisal District's website we may be able to use that information for verification purposes.
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- Please contact our office at 281-376-8802 for the deposit amount required. The deposit is payable by check or money order and will be made payable to Encanto Real UD.
- If the property was purchased in a company name, you will need to provide a W-9 along with proof of company ownership/partnership ie: fully executed and filed with the Secretary of States Office Articles of Incorporation, Articles of Formation, etc.

If you are managing a property for the property owner you will need to provide the following:

- A fully executed Management Agreement.
- Valid photo ID ie: Driver's License, State issued photo ID or passport.
- A check or money order in the amount of \$140.00 (\$100.00 deposit + \$40.00 application fee) payable to Encanto Real UD.

- All of the aforementioned documentation must be received and fully executed (signed by all parties and filed/ recorded with the proper entity) in order for service connection to take place.
- Emailed or incomplete information will not be processed.
- Service connection is a next business day service. Connection takes place Monday – Friday between the hours of 8:00 am – 5:00 pm.

We look forward to serving you. Should you need assistance please contact our office at 281-376-8802. Welcome and have a great day!

ENCANTO REAL U. D. APPLICATION FOR SERVICE

TODAY'S DATE: _____ REQUESTED SERVICE DATE: _____

RENT [] OWN [] PROPERTY MANAGEMENT []

DOES THE HOME HAVE A POOL OR IRRIGATION SYSTEM? YES [] NO []

APPLICANT NAME: _____
LAST FIRST

CO-APPLICANT NAME: _____
LAST FIRST

SERVICE ADDRESS: _____

BILLING ADDRESS _____

APPLICANT SOCIAL SECURITY # (last 4 digits): XXX-XX-_____ ID/DL # _____

CO-APPLICANT SOCIAL SECURITY # (last 4 digits): XXX-XX-_____ ID/DL # _____

HOME PHONE #: _____ WORK PHONE #: _____

CELL PHONE #: _____ ALT PHONE #: _____

EMAIL ADDRESS: _____

PLACE OF EMPLOYMENT: _____

EMPLOYMENT ADDRESS: _____

PURCHASE/LEASE PROPERTY:

MORTGAGE CO./LANDLORD NAME: _____

ADDRESS: _____

PHONE #: _____

I hereby certify that, my home, or the home under my care, will be prepared to have the water turned on, as requested, on the date of service noted above. All faucets, washer connections and outside faucets will be off. I understand that neither, Encanto Real Utility District, or its management personnel are responsible for any damage(s) resulting from the fulfillment of my request.

Signature: _____

OFFICE USE ONLY:

DEPOSIT AMOUNT: \$ _____	APPLICATION FEE AMOUNT: \$ _____	DATE COLLECTED: _____
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ACCOUNT # _____	CHECK/ MONEY ORDER #: _____
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SERVICE ORDER CREATED: _____	READING: _____
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ENTERED IN COMPUTER: _____	DAYS BILLED: _____
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Encanto Real UD

SERVICE AGREEMENT

I. **PURPOSE.** Encanto Real Utility District (hereinafter referred to as the "District") 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 District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Corporation will begin service.

II. **PLUMBING RESTRICTIONS.** The following unacceptable plumbing 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-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 0.25% 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 District and the undersigned Customer (the "Customer"):

A. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District's water system.

B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections may be conducted by the District 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 District's normal business hours.

C. The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during any inspection.

D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.

E. The District shall, at the owner's 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 the owner.

IV. **Enforcement.** If the Customer fails to comply with the terms of this Service Agreement, the District shall terminate service. Any expenses associated with the enforcement of this Service Agreement shall be billed to the Customer.

DATE: _____

CUSTOMER'S SIGNATURE: _____

CUSTOMER'S NAME: _____
(PRINTED)

SERVICE ADDRESS: _____