



Utilities Change of Name Request Form

Name on Account: _____

Account Number: _____

Daytime Phone: _____

Email address: _____

Please change name on the account from: _____

(please print)

to: _____

(please print)

In order to process your request, we require the following:

- If due to divorce:** A copy of the divorce decree and updated drivers license must accompany this signed form and customer service agreement.
- If due to marriage:** A copy of the marriage license and updated drivers license must accompany this signed form and customer service agreement.
- If due to death:** A copy of the death certificate, and a copy of a will or legal documentation showing ownership of the estate must accompany this signed form and customer service agreement.
- Legal name change:** A copy of the court document and updated drivers license must accompany this signed form and customer service agreement.

The undersigned hereby makes application to the District for water and/or wastewater services. We/I understand and agree that we/I will be responsible for all water and wastewater services provided to the property described in this application until such time as service to the property is disconnected in accordance with the District's Rules and Regulations regarding utility services. We/I agree to comply with the District's Rules and Regulations and to pay for all utility services rendered to the property in a timely manner and understand that a violation of the Rules and Regulations may result in a penalty and/or termination of utility services to my/our property. We/I represent that the information above is true and correct.

Signature: _____

Date: _____

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*****PLEASE SIGN AND RETURN THIS COPY*****

Customer Service Agreement

I. PURPOSE

The District (the "District") is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. The purpose of this Customer Service Agreement (the "Agreement") is to notify each customer of the plumbing restrictions that 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 District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Agreement.

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 District by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a private District 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 that allows water to be returned to the public 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 that provides water for human use.
- E. No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the District and _____ (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.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall 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 that has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any unacceptable plumbing on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance shall be provided to the District.

IV. ENFORCEMENT

If the Customer fails to comply with the terms of the Customer Service Agreement, the District 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.

By (Signature): _____

Printed Name: _____

Date: _____

Please mail, email, or fax your request to:

Crossroads Utility Services, LLC

Attn: Customer Service

2601 Forest Creek Drive

Round Rock, TX 78665

Fax: 512-246-1900

Email: customerservice@crossroadsus.com