



**WELCOME TO ZIPP ROAD UTILITY CO. LLC  
WASTEWATER TREATMENT SERVICES  
IMPORTANT SERVICE INFORMATION**

**CONTACT INFORMATION**

**Mailing Address:** P.O. Box 701201, San Antonio TX 78270

**Phone:** (830) 500-2114

**Website:** [www.zipputility.com](http://www.zipputility.com)

**OFFICE HOURS**

Monday – Friday 8:30 a.m. to 4:30 p.m. For after hour emergencies call **(830) 500-2114, option 3.**

**SEWER SERVICE RATES AND OTHER CHARGES**

Customer's monthly ZRU sewer fee is a flat rate of \$65.00 per month + 1% TCEQ Tax which is consolidated with Green Valley Special Utility District's (GVSUD) water bill, due on the 10<sup>th</sup> of each month.

New service requests and transfers require a \$50.00 deposit and \$35.00 admin fee to be paid to ZRU. You may pay 3 ways: 1) money orders or checks to **P.O. Box 701201, San Antonio, TX 78270**; 2) electronically 24 hours after you receive your new account information at [www.zipputility.com](http://www.zipputility.com); and 3) by phone, **(830) 500 – 2114, option 2.** A 3% service fee will be incurred on all credit and debit card and other online transactions. ZRU is not responsible for timeliness of U.S. mail delivery and failure to receive your bill does not excuse late payment.

**The \$85.00 / unit deposit and admin fee is the only payment made directly to ZRU to begin service.**

Disconnection notices, service terminations and reestablishment of service will be handled by GVSUD and follow the procedure found at [gvsud.org](http://gvsud.org). ZRU is not liable for any property damage caused by termination of service due to delinquent accounts.

<b>OTHER FEES</b>	Please reference GVSUD's late fee rate schedule
Late Fee	10%
Returned Check / NSF	\$ 38.00
Non-payment of Bill	\$ 25.00

**ZIPP ROAD UTILITY CO., LLC CUSTOMER SERVICE APPLICATION AND AGREEMENT**

**(\*All items in must be completed)**

DATE: \_\_\_\_\_ COUNTY OF PROPERTY: Guadalupe

NAME: \_\_\_\_\_

DRIVER LICENSE NUMBER: \_\_\_\_\_ (Please attach scanned copy to application)

ALTERNATE NAME: \_\_\_\_\_

DRIVER LICENSE NUMBER: \_\_\_\_\_ (Please attach scanned copy to application)

BILLING ADDRESS: \_\_\_\_\_  
Street/PO Box City State Zip

PHONE NUMBER home/office:( \_\_\_\_\_ ) alternate( \_\_\_\_\_ )

e-mail: \_\_\_\_\_

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

ARE YOU: RENTING  PURCHASING  DATE ACQUIRING PROPERTY: \_\_\_\_\_

LEASE START DATE: \_\_\_\_\_ LEASE END DATE: \_\_\_\_\_

NUMBER OF OCCUPANTS: \_\_\_\_\_

PROPERTY OWNER (IF RENTING): \_\_\_\_\_ PHONE #: \_\_\_\_\_

DO ANY OCCUPANTS HAVE ANY SPECIAL NEEDS ? (ie. DIALYSIS): \_\_\_\_\_

**FOR NEW OWNERS ONLY**

DO YOU PLAN ON RENTING OUT THE PROPERTY ? YES  NO

Renter's must apply for wastewater treatment service directly with Zipp Road Utility Co. LLC and be approved.

WILL A PROPERTY MANAGEMENT COMPANY BE HANDLING THE PROPERTY ? YES  NO

If yes, please provide:

PROPERTY MGMT COMPANY NAME : \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_  
Street/PO Box City State Zip

PHONE: ( \_\_\_\_\_ ) \_\_\_\_\_ E-MAIL: \_\_\_\_\_

# ZIPP ROAD UTILITY SERVICE APPLICATION AND AGREEMENT

**I. RECITALS.** This Wastewater Service Agreement (Agreement) is made this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between **ZIPP ROAD UTILITY CO. LLC**, an investor owned utility organized under the laws of the State of Texas (Utility) and \_\_\_\_\_ (Customer).

Utility agrees to sell and deliver wastewater service to Customer from its Sewer System (Sewer System) and Customer agrees to purchase and receive wastewater service from Utility, in accordance with all terms and conditions of Utility's Tariff, as amended from time to time. Utility shall maintain a copy of this Agreement as long as the Customer and/or the premises are connected to the Sewer System.

Customer shall pay the Utility for service hereunder, at the rates and upon terms and conditions set forth in the Tariff's rate schedule adopted by the Utility and approved by the Public Utility Commission of Texas.

Utility shall have the authority to terminate, discontinue or suspend service in the event Customer breaches this Agreement by (1) non-compliance with any terms or conditions of this Agreement or Utility's Tariff; 2) failure to connect to Utility's facility and use same as soon as the facility is available, 3) failure to pay Utility's published rates and fees, or 4) misrepresentation of any facts on the Customer Service Application or this Agreement. Customer agrees to pay Utility liquidated damages as a result of any breach of this Agreement and Utility's Tariff. Utility may not reestablish service unless it has a current, signed copy of this Agreement.

Utility shall have the right to locate a wastewater service meter and pipe necessary to connect the meter on Customer's property at the point to be chosen by Utility. Utility, its employees and/or independent contractors, shall have access to property and equipment located on Customer's premises at all reasonable times for inspection to ensure compliance with State required standards, applicable plumbing codes and utility construction standards and for any other purpose related to its business operations. Upon discontinuance of service, Utility shall have the right to remove any of its property from Customer's property.

**II. RELEASE.** Customer shall hold Utility harmless from any and all claims for damage to real or personal property, occurring from the point Customer ties on to the wastewater meter to the final destination of the line installed by Customer, caused by service interruptions due to wastewater line breaks, tampering by other Customers of Utility, normal failures of the system, or other events beyond Utility's control. Customer further agrees to grant to Utility any easements of right-of-way for the purpose of installing, maintaining, and operating such pipeline, meters, valves, and any other equipment which may be necessary to extend or improve service for existing or future Customers. Customer agrees to grant access to Utility and its agents for sampling and inspections when there is reason to believe that cross-connections, prohibited discharges, or potential contamination hazards are occurring or for other basis determined in the sole discretion of Utility. Refusal to grant access to Utility may result in discontinuance of service. Installations and inspections shall occur during Utility's normal business hours.

**III. RENTAL PROPERTY.** Customer's submittal of an Application for Service is guarantee of payment for all rates, fees, and other charges due on any account for which Customer has made a deposit. Customer's deposit shall be applied to any balance due to Utility. Utility may discontinue wastewater service if it is required to liquidate Customer's deposit. Any owner of rental property that has or seeks to have wastewater service shall guarantee payment for renter. If renter falls in arrears, then owner and renter shall be jointly and severally liable for payment to Utility. If owner prefers the wastewater bill be mailed directly to renter, then renter must pay the deposit prior to commencement of service. After payment of any transfer fees, Utility will change the account into renter's name. If the final billing is more than the deposit amount, the full deposit will be credited to the account and the balance remaining will be billed to renter and owner. Owner's deposit shall be kept for the duration of renter's tenancy and shall be used to pay any of renter's bill that is in arrears. At any time the renter falls into arrears but remains in tenancy with owner, owner shall be required to replenish the \$50 deposit to be in place during the duration of renter's tenancy. If owner knows renter is moving, then owner shall notify Utility of the change in service, pay a new deposit, and to advise if owner wants the water left on or locked. Owner will be responsible for any past due payments which must be paid in full before service can be established for a new renter. Deposit refunds will be issued in the form of a check to Customers with no delinquent balance or missed payments within a month after services have been disconnected.

Proof of ownership of property for which service has been requested shall be provided to Utility in the form of warranty deed, deed of trust, or recorded documentation of fee simple title to the real estate designated to receive service. Renters may provide a copy of their lease agreement.

**IV. RESTRICTIONS.**

A. No wastewater connection shall be made where an actual or potential contamination by cross connection or backflow siphonage may exist. Connection of service pipelines from Utility’s wastewater service meter to any private well or other unknown wastewater supply is strictly prohibited.

B. No Persons, Users, and/or Customers shall introduce or cause to be introduced into the Sewer System any pollutant or wastewater that causes pass-through or interference, as defined in Exhibit ‘A’ (Prohibited Wastes), including any drainage wastewater and stormwater runoff, as amended by Texas Commission on Environmental Quality. Any such amendments to Exhibit ‘A’ will be sent to Customers. Prohibited pollutants, substances or wastewater shall not be processed or stored in such a manner that they could be discharged into the Sewer System.

C. No Persons, Users, and/or Customers shall discharge any industrial wastes, even as a result of attempts to pre-treat such waste to make it acceptable for entry into the Sewer System.

D. Customer shall immediately remove or contain any potential cross-connection, prohibited waste, or other contamination hazard on his premises at Customer’s sole expense.

**V. ENFORCEMENT.** Utility shall notify Customer in writing of any violations of this Agreement or its Tariff. In addition to discontinuance of service, Utility may exercise any and all other remedies available under the laws of the State of Texas. Any expenses associated with the enforcement of this Agreement shall be billed to Customer.

**VI. ASSIGNABILITY.** Customer acknowledges and agrees that Utility may contract with other entities to operate and maintain the Sewer System on behalf of Utility. Customer further acknowledges and agrees that Utility may assign this Agreement at any time to any entity without notice to, or consent by, Customer.

Customer has read agreement and agrees to pay all applicable fees to establish wastewater service at the previous mentioned property location.

Read and accepted by:

\_\_\_\_\_

Customer Signature

\_\_\_\_\_

Date