



TRANSFER SERVICE APPLICATION

Form revised 9/24/2014

SERVICE TYPE

- | | | |
|--|---|---|
| <input type="checkbox"/> Residential (check below if applicable) | <input type="checkbox"/> Commercial (check below if applicable) | <input type="checkbox"/> Fire Hydrant Meter |
| <input type="checkbox"/> Owner Occupant | <input type="checkbox"/> Owner Occupant | |
| <input type="checkbox"/> Landlord/Property Manager | <input type="checkbox"/> Landlord/Property Manager | |
| <input type="checkbox"/> Renter/Tenant | <input type="checkbox"/> Renter/Tenant | |

DISCONNECT SERVICE

Service Ending Date (no weekends or Holidays): _____

Service Address Disconnecting: _____

NEW SERVICE

Service Starting Date: _____

Billing Name: _____

Billing Address: _____ City/State/ZIP: _____

Day Phone: _____ Evening Phone: _____

Drivers License Number: _____ State Issued: _____

ACCOUNT PRIVACY

With your written authorization the Town of Northlake can withhold the release of your personal information (i.e. phone number, social security number, address) pursuant to Section 182.052 of the Texas Utilities Code. Do you want your personal information associated with your water service account kept confidential? **Yes, keep my personal information confidential** **No**

BILLING OPTIONS

Utility bills are sent on the last day of the month and can either be sent via e-mail or postal service. Please let us know how you would like to receive your bill:

Yes, please send my bill via e-mail. My e-mail address is: _____

No, I do not want my bill sent via e-mail. Please send my bill via postal service

SPECIAL INSTRUCTIONS

ACCOUNT AUTHORIZATION

By signing below I understand that I am responsible for this account and that all bills must be paid on or before the due date or be subject to late charges and or possible termination of service.

Signature: _____ Date: _____

FOR OFFICE USE ONLY

Deposit Date: _____ Account #: _____

Deposit Amount: _____ Cash/Check #: _____



WATER SERVICE AGREEMENT

I. PURPOSE - The **Town of Northlake** is responsible for protecting the 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 plumbing restrictions, which are in place to provide this protection. The **Town of Northlake** enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the **Town of Northlake** will begin service. In addition, when service to an existing connection has been suspended or terminated, the **Town of Northlake** will not re-establish service unless it has a signed copy of this agreement.

- I. 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 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 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 **Town of Northlake** and the Customer.
- A. The **Town of Northlake** will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the **Town of Northlake** 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 **Town of Northlake's** normal business hours.
 - C. The **Town of Northlake** 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 re-inspection.
 - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the **Town of Northlake**. Copies of all testing maintenance records shall be provided to the **Town of Northlake**.

IV. ENFORCEMENT - If the Customer fails to comply with the terms of the Water Service Agreement, the **Town of Northlake** 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.

Name (please print)	Signature	Date	
Address	City	State	Zip

Town of Northlake, Texas

Public Notice Requirement for Notification Upon

Usage of Chloramines

On December 19, 2013, the Harvest Pump Station started using chloramines for its disinfectant serving customers within the Harvest sub division. This change is intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while still providing protection from waterborne disease.

However, the change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as a charcoal filter, for removing the chloramine prior to this date. Medical facilities should also determine if additional precautions are required for other medical equipment.

In addition, chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for the fish tank.

Any questions or concerns, please contact Town of Northlake Public Works Director at 940.242.5704 or by mail: 1400 FM 407, Northlake Texas 76247.



Understanding Your Utility Bill

Welcome to the Town of Northlake. As a new customer to the Town's utility services we would like to take a moment to explain your services to you. Your utility bill will have charges for water, CareFlite, and depending upon where your residence is located you may be billed for wastewater service. If you live within the Town limits your household waste service is provided by Progressive Waste Solutions and they provide their own billing for service. To establish an account with Progressive please call 800-909-9061. If you live in the Harvest community please check with your HOA for information regarding household waste service.

The utility bills are sent to customers on the last day of each month. On average your utility bill can range from 25-35 days of service in a billing cycle and meter readings occur during the third week of each month. Your monthly bill is due 15 days after billing; utility payments received after 15 days will be subject to a 10% overdue balance fee or a \$10.00 minimum fee, whichever is greater.

Your utility bill contains a \$1.00 per month fee for CareFlite ambulatory services. The monthly fee provides coverage for your entire household so please take a moment to read the attached CareFlite information.

If you receive wastewater service from the Town, your utility bill will contain a separate fee for this service. For residential accounts, the Town utilizes a winter averaging program for wastewater service. Until a winter average can be established, your wastewater bill is based on an interim winter average of 8,000 per month. The winter average program creates a fixed monthly charge for wastewater service that is charged to your account for a period of 12 months. The averaging method works as follows:

In March of each year your account will be averaged based upon your water consumption during the months of December, January, and February. The average consumption result will be applied to your account resulting in fixed amount that will be charged to your account during the next 12 months.

Our Public Works staff is sensitive to the security of your household and pets. The Town utilizes radio meter reading technology so that personnel will not enter your property unless there is a problem with the meter. In addition, the radio reading technology is extremely accurate and eliminates human reading errors.

Staff members realize that having updated information is important to you and your family so please visit our website at www.town.northlake.tx.us for helpful information about the Town. If you would like to talk with a staff member please give us a call at 940-648-3290. Town Hall is open Monday – Friday from 8:00am to 4:00pm.



The Town of Northlake Public Notice to All Water Customers

The Town of Northlake and CareFlite have signed an agreement to allow all customers of the Town's water system to become members of CareFlite for \$1 per month. This includes all members of each household. The contract with CareFlite was approved by the Town Council on November 14, 2013 and is effective January 1, 2014. Prior to the Council's action approving the agreement, a town survey was conducted. The survey results were 4 to 1 in favor of implementing the agreement with CareFlite.

CareFlite, a 501 (c) 3 non-profit company, brings a very high quality air and ground ambulance service to the citizens of Denton County. CareFlite is the oldest joint-use air medical program in the United States and is celebrating its 35th anniversary of service to North Texas in 2014. In that time, CareFlite has transported over 700,000 patients by air and ground ambulance. CareFlite has a helicopter based at the Denton Airport. CareFlite has the only medical helicopter based in Medstar's operating area in and around Fort Worth and the only general use medical helicopter based in Dallas County. A ground ambulance is based at Texas Health Presbyterian Denton Hospital which is used primarily for inter-facility transports from one hospital to another. CareFlite works closely with your local Fire Department. In all emergencies, dial 911. More information is available at www.careflite.org.

As part of the agreement with CareFlite, the Town will add \$1.00 to each monthly water bill to provide a Caring-Heart Membership for each household. The Caring-Heart Membership protects your entire household against the out of pocket expenses of a CareFlite ground or air ambulance transport. If you have insurance, you will not receive a balance bill. If you have no insurance, you will automatically receive a 50% discount from CareFlite. Complete details and program rules are available at www.careflite.org. The Town will provide CareFlite with a monthly list of participating households. Failure to pay your water bill will terminate your CareFlite membership. Anyone who lives in the Town but does not receive a water bill can also participate in this program by obtaining and completing a special CareFlite membership application available at Northlake Town Hall and paying the \$12 annual cost when submitting the application.

While we strongly encourage everyone to protect their family with this program, anyone who does not wish to be included can opt out by filling out a short form that the coverage is not desired at any time. The forms may be picked up at the Town Hall or you can also find the form on our Town website at www.town.northlake.tx.us. Household members covered by Medicaid are not eligible for membership by state regulation.

For questions about CareFlite and/or Membership, please call the Caring-Heart Member Services Office (877) 339-2273 during regular business hours. For questions about the water system or your bill, please contact the Northlake Town Hall (940) 648-3290.

In all emergencies, dial 911.





Caring – Heart Membership Program

FREQUENTLY ASKED QUESTIONS

1) What is a Caring Heart Membership?

The membership protects you and your household against out of pocket expenses if you have insurance. The typical payment from insurance is 45 to 50 % leaving the rest to be paid by the patient. If you are a member with insurance, you don't get balanced billed for that amount. If the patient has no insurance, then the membership automatically entitles the member to a 50% discount from CareFlite's standard charges.

2) Who is covered? What is our definition of a family? How about kids in college?

Everyone lives in the household and is listed on the application. Kids in college are covered because they are dependent on the parents to pay their college costs and if they maintain the household as their primary residence. (IE tax return shows home address or they vote at the polling place where the household is located.) Medicaid recipients are excluded from the program by law. Other household members are covered.

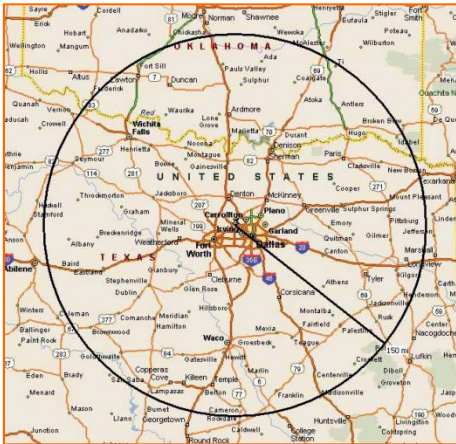
3) Children of divorced parents? How about parents or in-laws?

If you have any level of custody of the child or children and you list them on your application, they are covered regardless of their location within CareFlite's service area. If your parents or in laws live with you, they are covered regardless of their location within CareFlite's service area.

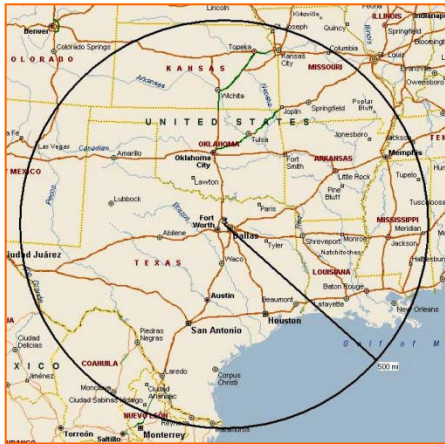
4) What is the cost? How can you offer the membership at such a low cost?

Membership costs \$1 per month per household if paid through your water bill from the Town of Northlake. CareFlite is a 501(c)3 non-profit so it doesn't have the same expenses and financial issues as a for profit company. Second, the membership program, which by state regulation is an EMS membership program and not insurance, does operate financially like an insurance program in that the risk is spread over the entire membership group.

5) What is CareFlite's coverage area?



CareFlite Helicopter Service



Fixed Wing Air Ambulance Service



Reciprocal Membership Benefits

CareFlite membership coverage areas shown above plus Ground Ambulance and/or 911 EMS service is currently offered in all or portions of the following counties: Collin, Dallas, Denton, Ellis, Erath, Hill, Hood, Johnson, Palo Pinto, Parker and Tarrant. No service offered to/from Mexico. CareFlite's Membership Program's air benefits are honored by Air Life and Halo Flight in their service areas. Your membership covers any CareFlite ambulance transport regardless of originating location.

More information is available at www.careflite.org or call (972) 339-4248. In all emergencies, dial 911.

CareFlite is a 501(c)3 Not For Profit Air and Ground Ambulance Service Sponsored by:



WWW.CAREFLITE.ORG MEMBERSHIP (877) DFW CARE

CareFlite 3110 S. Great Southwest Pkwy., Grand Prairie, TX 75052