

## “NEW CUSTOMER INFORMATION”

SEIS LAGOS UTILITY DISTRICT

(972) 442-6875

2730 COUNTRY CLUB, SUITE E1

Email: [district@slud.us](mailto:district@slud.us)

LUCAS, TEXAS 75002

Website: [www.slud.us](http://www.slud.us)

### The District provides the following services:

- Water
- Sewer
- Fire Protection
- Streets
- Street Lights
- Collect Property Tax

### The District provides services to:

Brockdale Community  
Seis Lagos Community  
Commons of Camden Community

### Billing Options:

- Paperless billing- to set up this option, email [district@slud.us](mailto:district@slud.us), and in the subject line: Paperless Billing, Full name, address, current phone number and the email address that you are requesting that your statement be emailed to. – If you choose paperless billing, you will not receive a paper statement in the mail.
- You may mail your payment to the above address, the business office.
- You may pay your bill in person, normal business hours are: 8 a.m. to 3 p.m. Monday, Tuesday Thursday and Friday. We are closed on Wednesday's. The business office is closed for Federal holidays and may be closed at various times for business errands such as bank, post office etc.
- A drop box located in the Seis Lagos subdivision, In the clubhouse parking lot, next to the SLSCA payment drop box. This SLUD box is checked daily.
- A final option is by debit or credit on our website Slud.us, a fee will be charged to you. You will need to create an online account. Please Use ALL CAPS when creating your account, at that point you will be able to view or pay your bill.

**IMPORTANT:** If you are planning any of the following project, contact the business office before starting the project. Project include but not limited to; \* Swimming Pool, Driveway (addition or repair), Patio (addition or repair) and Dirt work. – Inspections will follow installation.

These and other similar projects require a ~~5C~~AAA deposit along with a Contractor Permit form to be completed at the business office. The ~~5C~~AAA is deposited and the road is checked prior to construction commencing. You must contact the business office for final inspection. If the road has not been damaged, your refund is generated the week along with our normal accounts payable check processing, as long as your original deposit check has cleared the bank.

**Meter Reading:** Brockdale, Commons of Camden, and Seis Lagos. Meters are read on the 28<sup>th</sup> of each month. The bill is due on the 15<sup>th</sup> of the following month. Late penalties are assessed on the 16<sup>th</sup> of the month. Disconnection dates are on the 28<sup>th</sup> of each month.

**Board of Directors:** Meetings are held on the 3<sup>rd</sup> Monday of each month. Meeting will begin at 7:00 p.m. in The Seis Lagos Clubhouse, 222 Seis Lagos, Lucas, Texas 75098

SEIS LAGOS UTILITY DISTRICT of COLLIN COUNTY, TEXAS  
APPLICATION for WATER and/or SEWER SERVICE  
CUSTOMER SERVICE AGREEMENT

The customer hereby applies to the District for water & sewer service.

PURPOSE: The Seis Lagos Utility District (the District) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of the 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 District will begin service. In addition, when the use of service to an existing connection has been modified, suspended or terminated, the District will not re-establish or continue service unless it has a signed copy of this agreement.

PLUMBING RESTRICTIONS: The following undesirable 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 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 percent lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.

SERVICE AGREEMENT: The following are the terms of the 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 are connected to the District's water system.
- B. The Customer shall allow his/her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the District, or its designated agent, prior to initiating or continuing service and periodically thereafter. 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 undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on his/her premises.
- E. The customer shall, at his/her 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 District.
- F. The customer agrees to use and pay for District service in accordance with the rates, rules, and regulations of the District now or hereafter in force, and which are made a part of this agreement.
- G. The customer agrees to provide a photocopy of their driver's license with this customer service agreement.
- H. The customer agrees to provide a deposit of \$250.00 (\$250 for Commercial Accounts) with the District before service starts which is refundable upon termination of service, and is subject to change.
- I. A \$50 transfer fee must be paid at time of this agreement to process the connection of service.

ENFORCEMENT: If the Customer fails to comply with the terms of the 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.

Transfer Fee: **\$50**     Deposit: **\$250 (\$250 for Commercial Accounts)** \_\_\_\_\_ Check # \_\_\_\_\_

CUSTOMER'S NAME: \_\_\_\_\_

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

MAILING ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_ E-Bill Initial here: \_\_\_\_\_

CUSTOMER'S SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_



## Request for Confidentiality

\_\_\_\_\_ Check here to make your personal information (address, phone number, account information) **CONFIDENTIAL**.

Please complete and return to payment mailbox or address below.....

**ACCOUNT NUMBER (BLOCK/LOT)** \_\_\_\_\_

**NAME ON ACCOUNT** \_\_\_\_\_

**STREET ADDRESS** \_\_\_\_\_

**CITY, STATE & ZIP** \_\_\_\_\_

**HOME PHONE** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_

(E-mail address will be used strictly to convey important district news and/or information)

**SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**Failure to return this document completed and signed will result in your personal information becoming available as an open record. To avoid this, please complete and return this form.**

Seis Lagos Utility District  
220 Seis Lagos Trail  
Wylie, Texas 75098



**AUTOMATIC PAYMENTS (ACH DEBITS)**

**How the service works:**

You will receive your monthly utility bill in the mail on your normal billing date. To the left of the amount due the bill will state "BANK DRAFT-DO NOT PAY." Your bank will then deduct the billed amount on the 10<sup>th</sup> of the month (the next business day if it falls on a Holiday or weekend).

**What are the advantages?**

No monthly check to write    Saves on Postage    Never a late charge    Fast and Easy

**Is there a fee for this service?**

There is no service charge for automatic payments and it may be discontinued at any time by simply notifying Seis Lagos Utility District in writing.

**How to enroll:**

Complete the "Authorization Agreement for Automatic Payments (ACH Debits) form below. To find the Routing Number, look at your check or contact your bank or other financial institution. This number should have nine digits. Please attach a voided check from the account to be drafted. Bring in the completed authorization form and voided check to Seis Lagos Utility District, 2730 Country Club Road, Suite E1, Lucas, TX 75002. For additional information, call Seis Lagos Utility District office at 972-442-6875.

**AUTHORIZATION AGREEMENT FOR AUTOMATIC PAYMENTS (ACH DEBITS)**

I (we) hereby authorize Seis Lagos Utility District, hereinafter called the DISTRICT, to initiate debit entries to my (our) Checking Account indicated below at the depositor financial institution named below, hereafter called BANK, and if necessary, initiate adjustments for any transactions debited in error I (we) acknowledge that the original of ACH transactions to my (our) account must comply with the provisions of U.S. law.

\_\_\_\_\_  
Name of Bank or other financial institution      Bank Address      City      State      Zip Code

\_\_\_\_\_  
Routing Number      Account Number

This authorization is to remain in full force and effect until DISTRICT has received written notification from me (or either of us) of its termination in such time and in such manner to afford DISTRICT and BANK a reasonable opportunity to act on it.

\_\_\_\_\_  
Signature      Date      Block/Lot #

\_\_\_\_\_  
Printed name as it appears on DISTRICT ACCOUNT

\_\_\_\_\_  
Service Address      Home Phone      Work/Cell Phone

**Bring this authorization and voided check to:**

**Seis Lagos Utility District  
2730 Country Club Road, Suite E1  
Lucas, TX 75002**