

CITY OF SOUTHMAYD
SOUTHMAYD UTILITIES DEPARTMENT



WATER AND GARBAGE SERVICE APPLICATION

Applicant Name _____ Date of Birth: _____

Co-Applicant Name _____ Date of Birth: _____

Home # _____ Cell # _____

Work# _____

Applicant Driver's License No. _____ State _____ SSN _____

Co-Applicant Driver's License No. _____ State _____ SSN _____

Email Address(s) _____

Billing Address _____ Own _____

Rent _____

Physical Address _____

Date of Service _____

Deposit: Water \$200.00 Paid: _____

Garbage \$50.00 Paid: _____

Date of Disconnect _____

Refund \$ _____

Final Billing _____

Applicant Signature

Date

Co-Applicant Signature

Date

**CITY OF SOUTHMAYD
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SERVICE AGREEMENT

- I. **PURPOSE.** The Southmayd Water Department 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 restrictions which 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 Southmayd Water Department will begin service. In Addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State Regulations.
- A. No direct connection between 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 Southmayd Water Department (the Water System) and the Customer.
- A. The Water System will maintain a copy of this Agreement as long as the Customer and/or the premises are 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 Water System or its designated agent prior to initiation new water service; when there is a 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 Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazard, which has been identified during the initial inspection of 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 Water System, Copies of all testing and maintenance records shall be provided to the Water System.

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Notice

Request for Confidentiality of Personal Information Maintained by the City of Southmayd Utilities Department

Personal information in your City of Southmayd Utilities Department customer account records. (e.g., your address and telephone number) is generally considered public information under the Texas Government Code, Chapter 552 (Public Information Act). The social security number of a living person is confidential and may not be released in most cases.

The Texas Utilities code, Chapter 182(Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information if the customer requests that the governmental-operated utility keep the personal information confidential.

* A request for confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to(1) an official or employee of the state a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by the providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or(6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation. A customer may rescind a request for confidentiality by providing the government-operated utility written permission to disclose personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

This form enables you to request confidentiality of your personal information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your personal information, please check the box below and return this form with your payment.

I request that my personal information maintained by the City of Southmayd Utilities Department be kept confidential under Texas Utilities Code, Chapter 182. I understand that the City of Southmayd Utilities Department may charge each customer who requests confidentiality under this subchapter a fee not to exceed the administrative cost of complying with the request of confidentiality. The fee charged by the City of Southmayd Utilities Department for this service is \$0.00.

Signature _____ Account Address _____

**CITY OF SOUTHMAYD
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Re: Amendments to the Water Policy and Ordinance

As some of you are aware, the City of Southmayd is experiencing a great deal of growth. Due to the growth, new guidelines have been put into place.

Service disconnects for nonpayment

- Water service will be disconnected on the 25th of the month for nonpayment (as printed on each bill).
- Reconnect requires a payment of the water bill in full along with an additional \$35.00 reconnect fee. If your cut off more than 3 times it is \$75.00 reconnect fee.
- Once payment is received, the city will have up to two (2) business days to restore service.
- No service connections or reconnects will be made on the weekend.
- To avoid service interruption, prior arrangements may be made. This will be at the City's discretion (based on past payment history).
- The customer and the Mayor must approve agreement of the arrangements in writing and be signed. Any arrangements not upheld by the customer would result in service disconnect.

Discontinuation of service due to theft

- Any customer caught tampering with water meters will be subject to having service disconnected and/or charges of theft filed against them.
- Tampering will be defined as:
 1. Altering the meter or metering capabilities.
 2. Turning water on without deposit being paid.
 3. Using water without notification to the City.
 4. Installation of plumbing to bypass meter.
 5. Removal of locks placed on cut-offs.
- Any future service will require City Council Approval.
- Water service will be connected and disconnected by a City Employee only. Water turned off at the meter due to an emergency (Water Leak) will be the only exception.
Any disagreement to this policy or any other policy of the City should be brought to the City Council, in writing, to be placed on the Agenda for review.

This amendment will have very little effect on the majority of our customers. I realize that any interruption in service is inconvenient and I assure you that every effort will be made on behalf of the City of Southmayd to restore services as soon as possible.

**CITY OF SOUTHMAYD
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Water and Garbage Billing

1. Water/Trash bills are DUE on the 10th of each month provided it does not fall on a holiday or the weekend. If the 10th falls on a holiday or the weekend, all bills in the mail and the drop box on the next business day after the 10th will be considered as late. However, any bill that has not been paid by that time will be considered as late on that business day.
2. There will be a late fee of \$10.00 assessed on bills that are late, beginning with the 11th of the month or the very next business day after the 10th.
3. The CUTOFF date for any past due water usage will be on the 25th of the month. If the 25th falls on a Holiday, or weekend then it will be the next business day.
4. There will be a reconnect fee of \$35.00 for any water service that has been discontinued. If more than 3 times it will be a \$75.00 reconnect fee.
5. When a customer's check is returned by the bank for non-payment (NSF) there will be a \$35.00 insufficient Funds Fee added to your original payment.
6. A meter Re-read Fee of \$35.00 will be charged for a meter re-read when there is no problem found.
7. If a customer requests to have their meter checked for accuracy and the meter is found to be defective, the meter will be replaced at no charge to the customer and the bill will be adjusted by an average of the two months before and the first month following the change. If the meter is found to be in good working order, the customer will be charged a \$50.00 meter-testing fee.
8. Any disputes of amounts owed on any bill may be directed to the Water Department Utility Billing Clerk.
9. All residents are REQUIRED to put in a shut-off valve on their side of the water meter.

Solid Waste Collection Required

Every person owning, managing, operating, leasing, or renting any premises or any place, whether residence or business, where garbage, trash, rubbish, or waste material accumulates, shall subscribe to a sanitation collection service from only the City of Southmayd.

NOTE: Accumulation of Trash, Junk and/or Debris is prohibited.

Permit Requirements

Water Deposit: \$250.00

Meter Loop: \$50.00 – This permit may be waived if the electric lines are underground.

Home inspection Report: At customer's Expense - a copy to be given to the city.

Certificate of Occupancy: \$50.00

These permits/deposits are required to be paid before water service is turned on at the residence. The Certificate of Occupancy inspection will need to be done prior to anyone occupying the home. The water and electricity will be turned on the day of inspection.

There are other permits that may be required through the City for property maintenance done so please call if you plan to do any additions such as decks, carports, fence, storage sheds, pools, etc.

**CITY OF SOUTHMAYD
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Sanitation Solutions will begin picking up regular trash and 1 (ONE) bulk trash item weighing no more than 50 lbs. every Wednesday (please have trash out by 7:00am). All trash must be bagged and No more than 6 (SIX) bags of trash will be picked up. If Sanitation Solutions does not or cannot pick up your bulk items you will be responsible for hauling it off.

The following BULK WASTE items will be picked up:

Household Appliances:

Stoves

Furniture

Misc. Items

Refrigerators**

Washer

Dryer

** Any items containing Freon or Coolant cannot be accepted unless coolant has been removed by an authorized repairman and tagged.

Yard Waste:

Small limbs (no more than 6 inches in diameter, cut in 3-foot lengths and tied in bundles weighing no more than 50 pounds.)

Bagged leaves and grass; (weighing no more than 50 pounds per bag.)

Items that are not considered Bulk Waste

Any major construction projects, jobs or clean outs where the waste stream is more than one (1) cubic yard of waste.

Large tree limbs, logs, stumps, etc. will not be accepted.

Tires

Batteries

Used oil

Paint (still in liquid form)

Discarded automobile parts

Chemicals of any kind

TV's ***

Computer's or Components of Computers***

Large Electronic Devices***

*** The Dump will no longer allow these devices in the landfill.

Sanitation Solutions shall not be required to collect debris or other trash resulting from construction, major remodeling, and general clean-up of property, or resulting from a sizeable amount of trash and debris being cleared in preparation for construction.