

Wolfe City

Application for Utility Service

Office Use Only

Account #: _____ Connect Date: _____
Deposit Amount: \$ _____ Clerk: _____
Notes: _____

Please Print

Name/Company: _____ DL # _____
Name of Spouse: _____ Cell # _____
Service Address: _____ Home Phone #: _____
email: _____
Billing Address: _____
Previous Address: _____ No. in household: _____
Alternative Contact: _____ Relationship: _____
Phone: _____ Address: _____

Employment Information

Employer: _____ How Long: _____
Address: _____
Position: _____ Phone #: _____

For Renters Only

Name of Landlord: _____ Phone #: _____
Address: _____

Customer Acknowledgement

I hereby agree to the following conditions:

1. To abide by all orders, rules and regulations adopted by the City of Wolfe City, governing the furnishings of water, sewer and garbage which are now in effect or hereafter which may be passed or adopted by the City.
2. To pay the fees/charges and monthly service bill for water and sewer usage and garbage collection.
3. It is my responsibility to know I should receive a monthly bill by the 10th of each month. Bills are mailed by the last day of the previous month. Printed bills are delivered to the USPS at which point it becomes the responsibility of the USPS to deliver the water bills.
4. The deposit made by me is for the payment of any outstanding fees, charges or bill owed by me to the City at the termination of service. If a balance remains, the City will have up to 30 days to issue check and mail to a forwarding address.
5. To protect and save harmless the City of Wolfe City from all claims for damages from bursting, leaking of any pipes used for water at the service location.
6. If I default in any of the above agreements, or if I do not pay during each month for utility services furnished to me or violate the orders, rules and regulations of the City of Wolfe City, I will not hold the City liable for the disconnection of said service by the City upon the occurrence or any of the contingencies.
7. Where payment in full is not timely received by the City for services rendered, I agree to be responsible for all outstanding fees, additional past due charges, penalties, collection agency fees, attorney fees, court cost, and any interest on such sums allowed by law.
8. **Payment in full is due each month by the 15th, a 10% late fee will be charged to the balance of your account on the 16th. If payment is not received in full by MIDNIGHT the 25th of the month, an Admin fee for Non-payment will be assessed and the service will be subject to disconnection on the 26th or the next business day following if it falls on a weekend or holiday. There will be a \$70.00 admin fee for non-payment during normal business hours or a \$200.00 fee if reconnection is requested after 5:00 p.m. A \$35.00 meter re-read fee can be charged if the City is asked to re-read a meter more than 1 time in a 12-month period and the reading is correct.**

I hereby certify that the information in this credit application is correct. I hereby authorize you or your agent to investigate the data furnished by me.

Signature of Applicant

Date

ADDRESS: _____

CITY OF WOLFE CITY: SERVICE AGREEMENT

- I. PURPOSE - The City of Wolfe City 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 utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Wolfe City will begin service. In addition., when service to an existing connection has been suspended or terminated, the water system will not 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 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 back-flow 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 back-flow prevention device.

 - C. No connection which allows water to be returned to the public drinking water supply is permitted.

 - D. No pipe or pip 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 City of Wolfe City (the water system) and _____
 - 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 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 water distribution. 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 customer's premises.

 - E. The Customer shall, at his expense, properly install, test and maintain any back-flow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

- IV. ENFORCEMENT - If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at this option, either terminate services or properly install, test, and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

TRASH PICK UP IS ON THURSDAY

Please have your trash out by 7:00 a.m.

The Customer must provide their own trash cans

1 Bulk item permitted per week.

All bulk pickups must be called in to City Hall no later than noon on Wednesday

Policy No. 2021-0809C
City of Wolfe City - Water Payment Policy

2021 update

DUE DATE:

- Bills are due on the **15th** of the month by 5:00 pm
- Payments dropped in the night slot *before* 8:00 am the next business date, are not considered late
- If the **15th** falls on a weekend or holiday, the bill is due by 5:00 pm the next business day

LATE PAYMENTS:

- Bills are late after 8:00 am the next business day after the **15th**
- Late water bills will be charged a 10% late fee.

FINAL PAYMENT DATE, ADMIN FEES AND/OR DISCONNECTION OF WATER SERVICE:

- Payments must be received no later than the **25th** of the month.
- Overnight payments can be put in the drop box. Online payments available www.wolfecitytx.org
- Payments received after 8:00 am following the **25th** will be assessed an Administrative fee for non-payment of \$70.00 and subject to disconnection whether service is physically disconnected or not. **This Administrative fee for non-payment applies to all unpaid water accounts whether the water meter was physically turned off or not.**
- The reconnection fee for disconnected water accounts after 5:00 p.m. is \$200.00

EXTENSIONS:

- Extensions are available for eligible customers. (The account must be current prior to the most recent billing cycle)
- Requests **must** be made no later than 5:00 pm on the **24th**
- Extensions may be up to 2 weeks from date of extension request.
- Extensions must be made in person by the account holder.
- Water customers are allowed 1 extension every 6 months
- An account will not be eligible for another extension for 12 months if the existing extension defaults

WEEKEND AND HOLIDAY PAYMENT POLICY APPLIES TO ALL PAYMENT DATES

Water bills may be paid by cash, check, money order, debit card or credit card in City Hall.

Online payments available @ www.wolfecitytx.org Click the blue tab "Pay Water Bill"

Employees of Wolfe City are not responsible for cash dropped in the night slot. Cash payments should be made in person only during office hours of 8:00 am to 5:00 pm, Monday through Friday.

The city is NOT responsible for U.S. Mail delivery, checks in transit, and/or checks lost in transit.

Late fees will be assessed for payments received late through USPS

Failure to receive your bill is no excuse for non-payment

Approved this 9th day of August, 2021


Sharon Scott, Mayor

ATTEST:


Sandra LaFavers, City Secretary

City of Wolfe City Fee Schedule

PLEASE KEEP A CURRENT TELEPHONE NUMBER ON FILE WITH CITY HALL

The City is NOT responsible for USPS mail delivery of bills

If you do not receive a bill by the 10th of the month, call City Hall 903-496-2251

Bills are due on the 15th of each month without late fees

Late fees are assessed on the 16th of each month

Final day to pay before disconnect is the 25th

Disconnect fees for non-payment will be added to your account whether or not the service has been turned off

If any of these dates fall on a weekend or holiday, bills are due by 5 pm the next business day

This fee schedule represents fees that **CAN** be charged not always **will** they be charged.

Oct-17

update Aug 2021

<input type="checkbox"/>	Deposit for service (+ new acct fee + reconnect fee)		\$ 200.00
Administrative fee for non-payment. Effective 9/1/17			
<i>(City will call once in a 12 month time period for notice of no payment)</i>			
ADMINISTRATIVE CHARGE + ACCOUNT BALANCE IS DUE BEFORE SERVICE IS RESTORED			
<input type="checkbox"/>	1	Month	\$70 Administrative fee for non-payment \$ 70.00
<i>Consecutive months for non-payment</i>			
<input type="checkbox"/>	2	Month	\$200.00 Deposit. + \$70 Administrative charge + \$35 for 2nd consecutive month. \$ 305.00
<input type="checkbox"/>	3	Month	\$70 Administrative charge + 70 for 3rd consecutive month. \$ 140.00
<input type="checkbox"/>	4	Month	\$70 Administrative charge + 105 for 4th consecutive month. \$ 175.00
<input type="checkbox"/>	5	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	6	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	7	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	8	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	9	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	10	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	11	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<input type="checkbox"/>	12	Month	\$70 Administrative charge + 140 for 5th Consecutive month. \$ 210.00
<i>Administrative non-payment fees can be charged whether or not water has been disconnected.</i>			
<input type="checkbox"/>	Disconnect fee:	for any reason <i>Fee is waived if Customer installs cut off @ meter</i> (any time that water is turned off a customer shutoff must be installed, other than non payment)	\$ 35.00
<input type="checkbox"/>	Late Fee:	Applied if bill is not paid by 15th of each month. Amount of bill: _____ x 10 %	0
<input type="checkbox"/>	Landlord transfer fee:	When a renter moves out, the Landlord may transfer the account back to their name if the Landlord has an existing deposit	\$ 50.00
<input type="checkbox"/>	Connect or Reconnect fee :	FOR ANY REASON	\$ 35.00
Disconnect fee for non-payment			\$70.00
<input type="checkbox"/>	After Hour Reconnect fee:	Fee + account balance is due before service is restored.	\$ 200.00
<input type="checkbox"/>	Meter box replacement:		\$ 250.00
<input type="checkbox"/>	Customer requested reread:	One free per calendar year, applied to readings that are correct.	\$ 35.00
<input type="checkbox"/>	Service call:	Repeated service call for same location during regular business hours, that is not a city issue First Call is free. Fee is applied on second call for same issue.	\$ 40.00
<input type="checkbox"/>	After hour service call:	Hourly charge with 2hr min. unless on city side One free per calendar year for same issue. Service Calls include 1 employee	\$ 65.00
<input type="checkbox"/>	Returned Check fee:	After 2nd returned check, we will no longer take a check.	\$ 40.00
<input type="checkbox"/>	Transfer fee:	Transfer of a customers account from one residence to another.	\$ 70.00

Previous service final bill must be paid in full.

Meter Test Fee: Customer request test - \$140.00 plus all fees accrued in testing procedures. \$ 140.00
 Done on a case by case basis.
 Accrued Fees: _____

PSI test: 8 hour limit \$40.00
 PSI test is allowed 1 time in a 12 month period.
 If psi is below 32 there will be not charge to the customer
 if psi is above 32 the customer will be charged for the test

Tamper Fee: Cost is the fee + costs incurred \$ 250.00
 Incurred Fees _____

New Account set up: Included water, sewer, garbage \$ 65.00

Tap fees:		Select meter size:		
0	3/4": short side			\$ 1,800.00
0	3/4" Long side	cost to get across the road:	_____	\$ 1,800.00
0	1": short side			\$ 2,000.00
0	1" Long side	cost to get across the road:	_____	\$ 2,000.00
0	1 1/2": short side			\$ 2,400.00
0	1 1/2": Long side	cost to get across the road:	_____	\$ 2,400.00
0	2": short side			\$ 2,500.00
0	2": Long side	cost to get across the road:	_____	\$ 2,500.00

Tap fees: long side: to include short side price for meter size plus fee to extend long side.

Certificate of Occupancy: \$ 100.00
 Per City Ordinance
 A Certificate of Occupancy is required for any new home or Pre-existing home that change occupants. The inspection is performed by the City Fire Marshall or designee to ensure the place of residence meets current code. Payment and scheduling of the inspection will be done at time of water account set up. The inspection will also include a C.S.I. (customer service inspection) required by TCEQ on all new services. \$50.00 for CO and \$50.00 for C.S.I.

Sewer

Tap fee:		Select tap size:	
0	4" short side		\$ 1,000.00
0	4" long Side	cost to get across the road:	_____
0	6" short side		\$ 1,500.00
0	6" long Side	cost to get across the road:	_____

To include 3' of pipe from the main and a cleanout.

Long side To include short side charge + all expenses to extend across the road.

Service call: Repeated service call for same location that is not a city issue \$ 50.00
 First Call is free. Fee is applied on second call for same issue.

After hour service call: Hourly charge with 2hr min. unless on city side \$ 65.00
 one free per calendar year.

Replace cleanout cap: fee for replacing lost or broken cleanout cap on city cleanout. \$ 50.00

CITY OF WOLFE CITY
FEE ACKNOWLEDGEMENT

I have received a copy of The City of Wolfe City, water department fee schedule, which I understand and agree.

Service address: _____

Signature _____ Date: _____

Received by _____

