

CITY OF EDNA - UTILITY INFORMATION ONLY

DEPOSIT: RESIDENTIAL \$125 COMMERCIAL \$200 REPLACEMENT CART \$100.00

Type of property: OWN: _____ * RENT: _____

LAST NAME INITIAL

* Rental property must have written letter of authorization from Property Location Owner

- * You must notify the Water Office to close your account. The City will read meter and you will be billed for the balance. Forwarding address required to refund Deposit.
- * Unpaid balance will be forwarded to Municipal Service Collections after 30 days.

NOTE: Utility Rates and City Fees are set by Mayor and Council

Bills are due 1st of the month and payable by the 15th.

- 1 Payment is due in FULL; If payment NOT received a 10% penalty is added.

If customer does not receive bill by the first week of the month, (NO SECOND NOTICE)

- 2 Customer is still responsible for payment of bill. Please contact City Hall for amount due.
- 3 Accounts not paid in FULL by the 25th are DISCONNECTED.
- 3 Reconnect Fee \$50.00 - payable upon date of service.

After 5:00 PM Weekend/Holiday Calls = \$50.00 (Payable on Date of Service)

- 4 One (1) Customers ID'S are required: TEXAS Drivers License.
- 5 Previous account balance must be paid to open new service.
- 6 Account Transfers \$25.00 Reconnect Fee = \$50.00 each --- NSF/ACH RETURNS \$35.00 (2008)
- 7 Closed Accounts - NSF checks will be forwarded to Jackson County District Attorney Office
- Final Account Balances - Unpaid for 30 days will be forwarded to Municipal Services Bureau
- Temporary Service/7 days \$50.00 (Turn on/Turn Off)

The City of Edna solid waste contract is with TEXAS DISPOSAL SYSTEMS (Oct 2018)

- 8 Customer's garbage pick up as per contract. (1 x week). Extra cart *ADDITIONAL CHARGE*.
Property owner responsible for container; \$100 replacement fee
Refer to TDS information sheet for Holiday Pickup.

- 9 DIRECT BANK WITHDRAWAL (ach) IS AVAILABLE. Your Bank Account is drafted on the 15th. You must notify City Water Office to Stop/Cancel/Change Bank to avoid nsf/ach fees (OR) Pay on www.cityofedna.com (On line payments are posted the next business day). Please call City Hall for payments made passed the due date.

HOME OWNERS - SEWER RESOLUTION (SEE RESOLUTION) Sec. 13.04.009 Feb 2007

- 10 The City of Edna's policy regarding the wastewater sewer stoppages and maintenance of utility Lines: The City of Edna will "NOT" be responsible for stoppages created by the user. The City is not responsible for Private Contractors unstopping sewer lines.

P L E A S E ... Contact City Hall if you have a sewer problem or leak, we will let you know if the problem is on the City' side, or the Customers side: You may need to call a plumber.
No charge for meter change out.

- 11 **CRIMINAL CHARGES WILL BE FILED FOR TAMPERING WITH CITY EQUIPMENT;
DO NOT TURN OFF/ON CITY METER VALVES. PLEASE CONTACT CITY HALL**

Customer will be responsible/billed for damages to city property/equipment.

NEW CUSTOMERS: Sewer average MINIMUM-FEE until customer establishes

- 12 history of usage. (Winter Sewer Averaging is based on service months: Dec. Jan. Feb. consumptions to be applied March usage; which will be reflected May Bill.

Have you had an account with the City before: () YES () NO

- 13 Previous EDNA address: _____

Balance on previous Account: \$ _____

- 14 NEW SERVICE ADDRESS: _____

**** NOTE Request for Confidentiality must be signed from Customer ****

- 15 Customer Signature: _____ *PHONE* _____

*****Telephone requested to contact owner of possible leak

EMAIL : _____

- 16 PRINT/CUSTOMER NAME: _____ (Date) _____

- 17 (Copy customer upon request) UTILITYINFO

- 18 Other rates / fees may apply as per Revised and/or Proposed Budget by Mayor & City Council Approval.

CITY OF EDNA - CUSTOMER UTILITY SERVICE AGREEMENT INFORMATION

- I. PURPOSE.** The City of Edna is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. 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 Edna 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. PLUMBING RESTRICTIONS.** The following unacceptable 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 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 terms of the service agreement between the City of Edna, 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 is connected to the Water System.
 - B.** The Customer shall allow his property to be inspected for possible cross connections and other unacceptable plumbing practices. 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 unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspection shall be conducted during Water System's normal business hours.
 - C.** The Water System shall notify the Customer in writing of any cross connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
 - D.** The Customer shall immediately correct any unacceptable plumbing practice 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.
- IV. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System 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.

CUSTOMERS SIGNATURE: _____

PRINT CUSTOMERS NAME: _____ **DATE:** _____

SERVICE LOCATION: _____



The City of Edna has contracted with Texas Disposal Systems to provide disposal of solid waste inside the city limits.

Each address in the city is assigned a waste container.

Trash is picked up once a week.

You are issued one container. You may ask for a second container for a fee each month. You are not allowed to place any bags outside of the container for pick up.

Brush and bulky waste will also be picked up on your garbage day. Brush must be cut to no more than 4 feet and no tree trunks.

Construction material or electronics will not be picked up.

Do not remove the trash container(s) from the residence. When water service is disconnected the trash container stays at the address.

The property owner is responsible for the trash container that is at the address. Any missing container or customer damaged container will have a \$100.00 replacement fee that must be paid before the container is replaced.

I have read the above rules for solid waste pickup in the city limits of Edna; by signing below I agree to abide by the rules set forth.

Signature

Print Name

Date: _____

Address: _____



NOTICE

Request for Confidentiality of Information Maintained by the City of Edna Utilities Department

Information in your City of Edna Utilities Department customer account record is generally considered public information under Texas Government Code, Chapter 552 (Public Information Act). However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information, or any information relating to the volume or units of utility usage or the amounts billed to or collected from a customer for utility usage, if the customer requests that the government-operated utility keep the information confidential.*

This form enables you to request confidentiality of certain information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your information, please check the boxes below and return this form with your payment (*or in the separate envelope provided for that purpose*).

Customer Signature: _____ Account Number: _____

Printed Name: _____ Address: _____

☐ I request that personal information (address, telephone number, and social security number) in my account record maintained by the City of Edna Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

☐ I request that any information relating to the volume or units of utility usage or the amounts billed to or collected from me for utility usage maintained by the City of Edna Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

You may rescind your request for confidentiality by providing the City of Edna Utilities Department written permission to disclose your 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.

*A government-operated utility may disclose information related to the customer's volume or units of utility usage or amounts billed to or collected from the customer for utility usage if the primary source of water for such utility is a sole-source designated aquifer. 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 and 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.



City of Edna
Attn: Water Department
126 W Main
Edna, Texas 77957
Fax# (361) 782-3590

RENTAL AUTHORIZATION FORM

I am the property owner and authorize the following person/family to rent my property. Renter will be responsible for the utility bill at this location.

As property owner I am responsible for the waste container that has been assigned to my property. As property owner, I acknowledge that if the container is not at the property at the time the renter applies for utility service then as property owner I must pay \$100.00 to the City of Edna for a replacement container before utility service will be connected.

Service location _____

Name of Renter: _____

Name of Property Owner _____

Property Owner Signature: _____

Date: _____

Phone Number: _____