

**CITY OF TAYLOR**  
WATER, WASTEWATER, AND GARBAGE SERVICE  
RESIDENTIAL CONTRACT



**\*\*DEPOSIT AND CONNECTION FEE REQUIRED\*\***  
**\*\*VALID PHOTO ID FOR ALL APPLICANTS AS WELL AS COPY OF LEASE OR CLOSING DOCUMENTS ALSO REQUIRED\*\***

**NEW SERVICE ACCOUNT INFORMATION:** Account Number: \_\_\_\_\_

START DATE: \_\_\_\_\_

LANDLORD/OWNER

PHYSICAL ADDRESS: \_\_\_\_\_

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

**PRIMARY NAME ON ACCOUNT:** \_\_\_\_\_

DRIVERS LICENSE #: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_

**SECONDARY NAME ON ACCOUNT:** \_\_\_\_\_

DRIVERS LICENSE #: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_

**TRANSFER INFORMATION:**

TRANSFERRING FROM ADDRESS: \_\_\_\_\_

TRANSFERRING ACCOUNT NUMBER: \_\_\_\_\_ FINAL DATE: \_\_\_\_\_

**PREFERRED BILLING METHOD:**

PAPER BILL – U.S. MAIL  PAPERLESS BILL – EMAIL \_\_\_\_\_

\_\_\_\_\_  
*Initial*

Customers are responsible for the timely payment of their Utility Billing Account whether the bill is received or not. Utility bills are mailed to customers each month and are due according to the appropriate assigned billing cycle or zone. If you do not receive your utility bill please contact the Utility Billing office as soon as possible.

\_\_\_\_\_  
*Initial*

Customers are responsible for reviewing the accuracy of their Utility Bill. If you find an error please contact the Utility Billing office as soon as possible.

\_\_\_\_\_  
*Initial*

If not paid by the due date, a penalty of 10% of the unpaid balance is applied to the account. Full payment including penalty charge is due 10 days later. (See chart below).

\_\_\_\_\_  
*Initial*

Service will be disconnected if full payment is not received after the 10 day grace period and will include an administrative fee of \$33.00. This is NOT a disconnect fee, it is an administrative fee, and will be charged whether your service is disconnected or not.

\_\_\_\_\_  
Initial

If your services are disconnected for non - payment, you MUST contact the Utility Billing department to make payment to restore your services. Payments must be made with credit/debit card, Money Orders, or cash. Checks will not be accepted on accounts that have been disconnected due to non-payment.

\_\_\_\_\_  
Initial

To restore service the past due balance and all penalties/fees PLUS a \$33 reconnect fee must be paid. After payment is received, service will be restored by the end of business day.

\_\_\_\_\_  
Initial

Services restored AFTER HOURS will be charged a \$66.00 after hours connection fee.

\_\_\_\_\_  
Initial

It is unlawful for any person or property owner to reconnect or attempt to reconnect service and is punishable by fine up to \$1000.00 and/or jail. If meters are found to be tampered with (locks cut, etc.) additional fees will be charged to the account.

\_\_\_\_\_  
Initial

If the water service is currently off, it is the responsibility of the resident to make sure that all water sources inside and outside of the home are off at the time the water is turned on. If the water meter shows that a water source is on, it will be turned off to avoid any flooding. In the event this happens, there will be an additional return trip fee charged in the amount of \$26.00. The City of Taylor is not responsible for any damages caused by flooding due to the negligence of the resident.

\_\_\_\_\_  
Initial

Please keep meter box areas easily accessible to City Staff and free of debris/growth.

\_\_\_\_\_  
Initial

If residence has been vacant for 6+ months, customer has been advised to obtain a customer service inspection permit to check for water leaks before starting services.

\_\_\_\_\_ N/A \_\_\_\_\_ Declined Inspection \_\_\_\_\_ Will Complete/Completed Inspection

\_\_\_\_\_  
Initial

New accounts (not including transferred accounts) will be charged a new customer sewer rate based on 5,000 gallons per month usage. This rate will be charged until a sewer average is established. A customer account must be active on November 1<sup>st</sup> to participate in the sewer average process.

If the due date falls on a date that the City of Taylor offices are closed (a weekend or holiday) you can make your payment after hours by utilizing the night drop box at the Utility Billing office or via the website at [www.taylor.tx.gov](http://www.taylor.tx.gov).

The chart below shows where your account will fall in the 4-Zone Billing Schedule by the first two digits of your account number.

Accounts that begin with	Billing Zone	Billed & Due Dates	Late Notice Mailed & Due <b>BY</b> Dates	If paid after dates below, a \$31 Admin. Fee will be Applied <b>ON</b> the
14, 15, 16, 17, 18, 23, 27, 29, 31,35	1	5th / 20th	21st / 30th	1st
06, 07, 12, 13, 24, 25, 30,36	2	12th / 27th	28th / 7th	8th
01, 02, 03, 04, 05, 09, 28, 32,33	3	19th / 3rd	4th / 14th	15th
08, 10, 11, 19, 20, 21, 22, 26,34	4	26th / 10th	11th / 21st	22nd

**EXCEPTIONS:**

\_\_\_\_\_ I am over 60 years of age and occupy the entire premises. I will not be billed the penalty for nonpayment of my utility account until the 25th day after which the bill is issued. I will provide proof to the utility billing department within 3 business days. I understand that until I provide documentation to the utility office, I will not be granted the delay of penalty.

\_\_\_\_\_ I receive SSI disability. I will not be billed the penalty for nonpayment of my utility account until the 25th day after which the bill is issued. I will provide my SSI disability determination letter as proof to the utility billing department within 3 business days. I understand that until I provide documentation to the utility office, I will not be granted the delay of penalty.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**CITY OF TAYLOR**  
**Customer Service Agreement**

**I. PURPOSE**

The City of Taylor 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 City of Taylor enforces these restrictions to ensure public health and welfare. Each customer must read and sign this agreement before the City of Taylor will provide continuous water supply. In addition, when service to and existing connection has been suspended or terminated the City of Taylor will not reestablish service unless there is a signed copy of this agreement on file.

**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 supply by an air-gap or an appropriate backflow prevention device (Refer to list provided).
- B. No cross-connection between the public drinking water supply and a private system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of the air-gaps or a reduced pressure-zone backflow prevention device.
- C. No connections that allow water to be returned to the public water supply are permitted.
- D. No pipe or pipe fitting which contains more than 8% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
- E. No solder or flux that contains more than .2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

**III. SERVICE AGREEMENT**

The following are the terms of the service agreements between the City of Taylor and

\_\_\_\_\_ (printed name of customer).

The City of Taylor will maintain a copy of this agreement as long as the customer and/or the premises is connected to the City of Taylor's water supply.

- A. The customer shall allow the property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Taylor 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 City of Taylor normal business hours.
- B. The City of Taylor 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.
- C. The customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- D. The customer shall, at his own expense, properly install, test and maintain any backflow prevention device required by the City of Taylor. Original copies of all the testing and maintenance records shall be provided to the City of Taylor.

**IV. ENFORCEMENT**

If the customer contractor fails to comply with the terms of this service agreement the City of Taylor 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.

\_\_\_\_\_  
Service Address

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Printed Name

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Secondary Customer Printed Name

\_\_\_\_\_  
Secondary Customer Signature



*Request for Disclosure of Information Maintained by the City of Taylor  
Utilities Department*

Information in your City of Taylor Utilities Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, is generally excepted from disclosure under Texas Government Code, Chapter 552 (Public Information Act).\*

However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers) provides that a customer of a government-operated utility may request that the government-operated utility disclose personal information in a customer's account record, including the customer's address, or any information relating to the volume or units of utility usage, or the amounts billed to or collected from the individual for utility usage. Additionally, a customer or a representative of the customer may receive information excepted from disclosure if the information directly relates to utility service provided to the customer and is not otherwise confidential by law.

This form enables you to request disclosure of certain information under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below and return this form.

Release of Information:

Customer Name: \_\_\_\_\_ Service Address: \_\_\_\_\_

- I authorize the City of Taylor Utilities Department to disclose:
  - My personal information and/or
  - Information regarding my usage, services and billing, including amounts billed or collected for utility usage to:

Name \_\_\_\_\_

Address \_\_\_\_\_

Driver's License No. \_\_\_\_\_

- I authorize the City of Taylor Utilities Department to release my account information to the public upon written request by any member of the public.

You may rescind your request for disclosure by providing the City of Taylor Utilities Department written notice. 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, Chapter 182, Subchapter B.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* 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.