

City of Gladewater

Utilities Department

Water/Sewer/Sanitation

519 E Broadway Gladewater, TX 75647

903-845-2474 (office) 903-845-6891 (fax)

ubclerk@cityofgladewater.com ubclerk2@cityofgladewater.com ubclerk3@cityofgladewater.com



Application for Utility Services

Residential Commercial Rent Own

Applicant #1

Name/Business: _____

Service Address: _____

Mailing Address: _____

SS # or Federal ID #: _____ Date of Birth: _____

Driver License # and State: _____

Cell #: _____ Home/Business #: _____

Email Address: _____

Emergency Contact: _____ Phone #: _____

Applicant #2

Name: _____

SS#: _____ Date of Birth: _____

Driver License # and State: _____ Cell #: _____

GENASYS - Gladewater Alerting System

You will automatically be enrolled in GENASYS and will receive email and/or text alerts.

I **DO NOT** wish to enroll in GENASYS - Gladewater Alerting System.

Paperless Billing - Bank Draft – Ambulance Service

Receive monthly electronic statement on your email.

I **DO** wish to receive electronic statements.

Your monthly payment will be drafted from your checking or savings account.

I **DO** wish to sign up for bank draft.

Ambulance Services - \$4.00 per month on water bill

I **DO** wish to sign up for Ambulance Services

Signature - Acknowledgement

By signing this application, I certify that the above information is true and correct and acknowledge that I have received a copy of the Water Billing Information, Service Agreement and Privacy Rights.

Signature

Date

For Office Use Only

Read: _____ MIU: _____ Date of last C/O: _____

Deposit: _____ Turn on date: _____ Uploaded to STW: _____

UB Clerk: _____ Date: _____



Service Agreement

I. **Purpose:**

The City of Gladewater is responsible for protecting the drinking water supply from contamination or pollution which could result from improper 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 Gladewater 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 airgap or an appropriate back flow prevention device.
- B. No cross-contamination 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 airgap 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 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 between the City of Gladewater and customer, _____.

- F. 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.
- G. 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 a reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. This inspection shall be conducted during the Water System's normal business hours.
- H. The Water System shall notify the customer of any cross-connection or other unacceptable plumbing practices which has been identified during the initial inspection or the periodical re-inspection.
- I. The customer shall immediately correct any unacceptable plumbing practice on his premises.
- J. The customer shall, at his expense, properly install, test and maintain any back flow prevention device required with the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

51.08 MISREPRESENTATION OR DIVERSION OF WATER

It shall be unlawful for any person to permit another the use of water from his premises (60 code 1-4-4) penalty, see sec. 10.99.51.09 RIGHT OF ENTRY OF SUPERINTENDENT: CITY'S RIGHT TO SHUT OFF SERVICE.

- A. Every consumer shall at all reasonable times permit the Superintendent or any authorized person to enter his premises to examine the way the water is used. Upon the refusal of such a person to grant such privilege the water service shall be cut off. (60 Code, 1-4-10)
- B. The city reserves the right at any time, without notice, to cut off water in the mains for the purpose of repairs and shall be liable for no damage occasioned by the unavoidable scarcity of water or by any mechanical failure. The city has the right to shut off water for any violation of this chapter. (60 code, 1-4-11)

51.10 PAYMENT PROCEDURES: DISCONTINUING SERVICE

- A. It is the policy of the city to discontinue utility service to customer by reason of nonpayment of bills only after notice and meaningful opportunity to be heard on disputed bills. The city’s form for application for utility service and all bills shall contain, in addition to the title, address, room number and telephone number of the official in charge of billing, clearly visible and easily readable provisions to the effect.
 - 1. That all bills are due and payable on or before the date set forth on the bill.
 - 2. That if any bill is not paid by 800 a.m. on the 21st of the month, service will be discontinued for nonpayment.
 - 3. That any customer disputing the correctness of his bill shall have a right to a hearing a which time he may be represented in person and by counsel or any other person of his choosing and may present orally or in writing his complaint and contentions to the city official in charge of utility billing. The official shall be authorized to order that the customer’s service be discontinued and shall have the authority to make a final determination of the customer’s complaint.
- B. Requests for delays or waiver of payment will not be entertained; for delays or waiver of payment will not be entertained, only questions of proper and correct billing will be considered. In the absence of the payment of the bill rendered or resort to the hearing procedure provider herein, service will be discontinued at the time specified.
- C. Should any meter fail to register properly and not show correctly the quantity of water used since the previous reading, the city in arriving at the quantity used shall average the charge based on any three months period within the previous year. The city reserves the right to control all meters in order that they may be protected and kept in repair. (60 code 1-4-14)

I, _____, have read and acknowledged the terms of this application for water services.

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 back flow prevention device at the Service connection. Any expense associated with the enforcement of this Agreement shall be billed to the customer.

 Customer Signature

 Date

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Water Billing Information

1. Bills are due on the **10th** of each month.
 - If the 10th falls on weekend or City Hall closed holiday, then the due date will be the next business day.
2. If the bill is not paid by the 10th,
 - On the **11th** a **10% penalty** is added.
3. If the bill, plus the 10% penalty, is not paid by the **20th**
 - On the **21st** at 8:00 am a **\$50 late fee** will be added and services will be **disconnected**.
4. Once the bill, plus the 10% penalty and \$50 late fee, is paid
 - Services can be reconnected
 - A **\$25.00 reconnection fee** will be added to next bill
5. Payment options
 - Online - cityofgladewater.com
 - In person (cash, check, money order, credit/debit card)
 - Over the phone
 - Night drop box
 - **3% processing fee does apply with using credit/debit card**
6. Any unauthorized connection or reconnection of water utility services constitute tampering and is punishable by fees.
 - Tampering fee - **\$200.00**
7. Charges on your bill
 - water
 - sewer
 - garbage
 - tax on garbage
 - ambulance \$4.00 monthly charge (optional)
8. You should have at least one blue Republic trash cart.
 - Additional carts can be added for \$5.70 per cart per month, which will be added to your bill.
9. Republic (garbage) questions/concerns can be directed to 903-986-5324.



Privacy Rights Your Privacy Is Important

Except as provided by law, a government-operated utility may not disclose personal information in a customer's account record if the customer requests in writing that the government-operated utility keep the information confidential.

This applies only to individual customers and not to corporations or businesses.

After you request to keep your personal information confidential, the City of Gladewater is still required by law to provide the information to certain people or agencies, but it will keep your information private from open records requests.

If you request confidentiality, you may rescind your request by providing the City of Gladewater written permission to disclose personal information at any time.

INFORMATION REGARDING YOUR SOCIAL SECURITY NUMBER.

In Accordance with hb1130, effective September 1, 2005, the City of Gladewater adopts the following Privacy Policy related to the confidentiality of a social security number (SSN).

It is the policy of the City of Gladewater to protect the confidential nature of social security numbers disclosed to the city in connection with the provision of city services.

Disclosure of SSN is requested from an individual in connection with providing city services. SSN is not required to establish or obtain city services. Further disclosure of an individual's SSN is governed by Public Information Act (Chapter 55 of the Texas Government Code) and other applicable law.

A SSN is used only with providing city services including but not limited to; as means of identifying an individual, for internal verification or administrative purposes and for debt collection purposes.

The city restricts access to a SSN to those city employees who need access in order to perform a specific job.

City records are disposed in accordance with the state and federal law, the provisions of the Local Government Code and the administrative rules adopted under its authority.

I hereby request that the City of Gladewater keep my personal information private and confidential. It is my understanding that this will protect my personal information from the disclosure requirement under the Public Information Act and that this directive can only be revoked by me in writing.

Signature

Date