



# City of Whitewright

P.O. Box 966

Whitewright, Texas 75491

Office: 903.364.2219 \* Fax: 903.364.3001

[utilitybilling@whitewright.com](mailto:utilitybilling@whitewright.com)

## Utility Application – Water/Sewer/Trash

### **PLEASE PRINT**

(Note: If mailing your application please include a copy of your valid Driver's License)

Application Date: \_\_\_\_\_

Date Requested for Service \_\_\_\_\_

Account # \_\_\_\_\_

Meter # \_\_\_\_\_

### **TYPE of SERVICE REQUESTED:**

☐ Inside City Limits

☐ Outside City Limits

### **SERVICE ADDRESS:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

DL # \_\_\_\_\_ ST Issued: \_\_\_\_\_ Exp: \_\_\_\_/\_\_\_\_/\_\_\_\_

DOB \_\_\_\_/\_\_\_\_/\_\_\_\_ SS# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone # (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Wk # (\_\_\_\_) \_\_\_\_\_

Emergency Contact \_\_\_\_\_

### **RENTAL PROPERTY**

Yes \_\_\_\_\_ No \_\_\_\_\_

Property Owner Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Property Owner Address \_\_\_\_\_

### **TEXAS PUBLIC INFORMATION ACT**

All information submitted to municipal government entities is subject to the Texas Public Information Act. This Act states that your utility information is subject to open records by third party entities unless otherwise noted. Please indicate if you would like your utility billing information to be available for such requests.

\_\_\_\_\_ Yes, my utility information may be released for public information requests.

\_\_\_\_\_ No, my utility information is to be withheld from public requests.

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

\_\_\_\_\_  
Date



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## Utility Billing Service Agreement

**Service Address:** \_\_\_\_\_

The utility deposit in the amount of **\$200.00** must be paid in full at the time of application or service will not be established. The utility deposit cannot be paid out or added to the bill.

**Service connections are between 3:00-4:00 P.M daily**, someone must be present in the house/business in case of leaks, faucets left on or any other problems that may occur.

All water meters are read on or about the 15<sup>th</sup> of each month. Water bills are mailed on or about the 20<sup>th</sup> of each month. Depending upon the date that service is established, the first month's bill may include additional days of water usage or fewer days of usage.

**Water bills are due no later than the 10<sup>th</sup> of each month** or a **15% late penalty will be charged to the unpaid balance**. A drop box is provided for your convenience of payment, located in the front door of City Hall.

**Late Notices are mailed around the 11<sup>th</sup> day of each month**. To request an extension, you **MUST** fill out and sign an extension request, **prior** to the 20<sup>th</sup> of each month. **If payment has not been received or payment arrangements have not been made on or before the 20<sup>th</sup> day of each month, services will be disconnected. There will be a \$50 reconnect fee and service turned off.** Payment of delinquent bill and fee must be paid prior to service being turned back on.

If anyone other than a city employee removes either the zip tie or the meter lock this will constitute theft of service and additional charges will be applied to your water bill. These charges will have to be paid before the water is turned back on.

**First Offense: \$100.00**  
**Second Offense: \$100.00**

If the property is vacated and an unpaid balance is left on the account, the City of Whitewright will apply the utility deposit to the account to satisfy the unpaid debt. If there is a remaining unpaid balance after the deposit has been applied, you will be billed for the balance due. However, if there is a credit balance after the balance has been paid, a refund will be mailed to the last known mailing address on file.

**PLEASE BE ADVISED: If you have purchased a home with an automatic irrigation system (sprinkler system), these settings have been set by the builder or the previous owner. Please take the time to check the settings and adjust them to your own watering preference, as you will be responsible for all water charges.**

I have read and understand the billing procedures and the solid waste guidelines for solid waste (garbage) for the City of Whitewright.

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

\_\_\_\_\_  
Date



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## SERVICE AGREEMENT

**§290.47(b) Appendix B. Service Agreement.**

**Figure: 30 TAC §290.47(b)**

**SERVICE ADDRESS:** \_\_\_\_\_

**I. PURPOSE.** The City of Whitewright 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 public health and welfare. Each customer must sign this agreement before the City of Whitewright 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 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 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 City of Whitewright, known as the Water System, and Signatory of this Service Agreement, known as 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 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 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 or the periodic reinspection.
  - 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.
- 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.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

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



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## TRASH COLLECTION SERVICE (Solid Waste Guidelines)

Effective January 1, 2020, Sanitation Solutions will service the City of Whitewright in solid waste collection (household garbage). Below are a few suggestions that if followed will help the drivers to better your trash service. Please feel free to call if you have any questions regarding your service (903) 364-2219.

1. All household garbage must be containerized in plastic bags and placed in furnished 90-gallon poly-cart. Each customer will receive one poly-cart. **Additional poly-carts can be obtained for a charge of \$7.95 per poly-cart per month.**
2. The poly-carts are the property of Sanitation Solutions. The poly-carts are assigned to the residence and if the cart is removed, the resident will be charged the cost on their utility bill.
3. Plastic bags must be tied and placed in the poly-cart and should not weigh more than 50 lbs. Any trash left outside the poly-cart will not be picked up. The last pick up of the month and only the last pick up of the month you may place as many as 10 additional bags or other trash receptacles to be picked up next to your polycart (s).
4. Trash pick-up is on Friday. The poly-cart will need to be placed at curbside with the front side facing the curb away from any other obstructions. If you have additional Sanitation Solution poly-carts, place them side by side and allow at least 2 feet between each cart.
5. Poly-carts can be placed out as early as 4:00 p.m. the day before the scheduled collection, but no later than 7:00 a.m. on the day of collection. **After collection, the poly-cart will be required to be removed from curb side within twenty-four hours.**
6. Brush should be cut in 3-foot lengths and tied in bundles not to exceed 40 pounds.
7. Boxes and newspaper should be bundled, not to exceed 40 pounds.
8. Grass trimmings and leaves must be in plastic bags.
9. Sanitation Solutions cannot pick up **construction debris, dirt, rocks, tires, automobile parts, waste oil, ashes hazardous waste and stable matter.**
10. Paint cans must have lids removed with dry paint only.