

Name: \_\_\_\_\_.



## CITY OF GANADO – UTILITY INFORMATION ONLY

1. Bills are due on the 1<sup>st</sup> of the month and payable by **4:30 p.m.** on the **12<sup>th</sup> day of the month.**
  - **\*\*\* If a customer does not receive the bill by first of the month, it is the CUSTOMER'S responsibility to notify the Water Dept. @ 771-2997 \*\*\***
2. **An additional Thirty Five dollar (\$35.00)** reconnect fee will be added to the customer's account if the account is not paid in full on or before 4:30 pm on the 21<sup>st</sup> day of the month whether or not service has been actually disconnect.
3. Fees will only be accepted and credits applied during regular business hours of 8:00 a.m. to 11:30 a.m. and 12:30 p.m. to 4:30 p.m., Monday thru Friday excluding holidays.
4. After 4:30 p.m. Monday thru Friday, weekends, and holiday calls = \$30.00
5. Deposits: Residential: \$100.00 Each                      Commercial: \$175.00 Each
6. Have you had an account with the City of Ganado before:    (YES)                      (NO)  
  
Previous address: \_\_\_\_\_.
- ANY PREVIOUS ACCOUNT BALANCE MUST BE PAID TO OPEN NEW SERVICE.
- ACCOUNT RECONNECT FEES \$35.00 EACH, NSF CHECKS \$30.00 EACH
7. Bank drafts are available upon request.

### HOME OWNER'S SERVICE LINES

THE CITY WILL BE RESPONSIBLE FOR THE MAIN SEWER LINE ONLY, UNLESS THE SERVICE LINE BETWEEN THE CITY MAIN AND THE CUSTOMER'S PROPERTY LINE IS COLLAPSED OR BROKEN.

THE CITY OF GANADO IS NOT RESPONSIBLE FOR PRIVATE CONTRACTORS UNSTOPPING SEWER LINES.

### SEWER LINE MAINTENANCE POLICY

WHEREAS, THE CITY OF GANADO, TEXAS HAS AUTHORITY OVER THE WATER AND WASTEWATER DEPARTMENT AND

WHEREAS, THE MAYOR IS ASSIGNED DUTIES AND RESPONSIBILITY BY THE CITY COUNCIL AND

WHEREAS, A CLEAR UNDERSTANDING OF THE CITY OF GANADO'S RESPONSIBILITIES REGARDING THE MAINTENANCE OF WASTEWATER SERVICE LINES IS NEEDED,

WHEREAS, THE FOLLOWING IS TO BE CONSIDERED THE CITY OF GANADO'S POLICY REGARDING THE WASTEWATER BLOCKAGES AND MAINTENANCE OF UTILITY LINES:

THE CITY OF GANADO SHALL REPAIR ANY DAMAGE TO THE PORTION OF THE WASTEWATER SERVICE LINE BETWEEN THE CITY MAIN AND THE CUSTOMER'S PROPERTY LINE, PROVIDED THAT SUCH DAMAGE IS CAUSED BY THE CRUSHING OR BREAKING OF THE SERVICE LINE THROUGH CAUSES NOT UNDER THE CONTROL OF THE USER. **THE CITY OF GANADO WILL NOT BE RESPONSIBLE FOR UNSTOPPING THE WASTEWATER SERVICE LINE THAT HAS NOT BEEN SO DAMAGED. THE CITY OF GANADO WILL NOT BE RESPONSIBLE FOR BLOCKAGE CREATED BY THE USER. THE HOMEOWNER WILL BE RESPONSIBLE FOR BLOCKAGE IN SERVICE LINE FROM THE HOUSE TO THE CITY MAIN. IF YOU HAVE A PROBLEM NOTIFY THE CITY FIRST AND WE WILL CHECK THE CITY'S WASTEWATER MAINS.** PAYMENT OF ANY EXPENSES ACCRUED DURING THE CLEANING OF THE CUSTOMER'S SERVICE LINE WILL BE THE RESPONSIBILITY OF THE HOMEOWNER, UNLESS PRIOR AUTHORIZATION HAS BEEN GIVEN BY THE DIRECTOR OF PUBLIC WORKS FOR PRIVATE CONTRACTOR TO PERFORM THE WORK. IF THE DIRECTOR OF PUBLIC WORKS DETERMINES THAT THE BLOCKAGE WAS CAUSED BY EITHER A BLOCKAGE IN THE MAIN, A BROKEN OR COLLAPSED MAIN LINE, OR BROKEN OR COLLAPSED SERVICE LINE BETWEEN THE CITY MAIN AND THE CUSTOMER'S PROPERTY LINE, THE CITY WILL PAY FOR EXPENSES ACCRUED WHILE ATTEMPTING TO CLEAN THE CUSTOMER'S SERVICE LINE.

## SERVICE AGREEMENT

**I. PURPOSE.** The City of Ganado is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this 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 Ganado 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**. 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. 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.

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

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.

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 Ganado, the Water System, and the Customer.

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.

The Customer shall allow his or her 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 inspections shall be conducted during the Water System's normal business hours.

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 re-inspection.

The Customer shall immediately correct any unacceptable plumbing practice on his or her premises.

The Customer shall, at his or her own expense, properly install, test annually, 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

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

Service Connection Date: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

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