



CITY OF NATALIA UTILITY DEPARTMENT

P.O. BOX 270
2078 STATE HWY 132 N.
NATALIA, TEXAS 78059

Phone: (830) 663-2926
Fax: (830) 663-3806
Email: water@cityofnatalia.com

APPLICATION FOR UTILITY SERVICES: ☐ RESIDENTIAL ☐ COMMERCIAL

(Please Print)

Application Date: _____ Service Connection Date: _____

Service Location Address: _____

Applicant Name: _____ Co-Applicant: _____

Business Name: _____ Tax ID# _____

Billing Address: _____

Email Address: _____ Phone Number: _____

I prefer to receive my bill via (choose one): ☐ eMail ☐ U.S. Mail

(A copy of a valid state issued identification is required for services to be connected.)

- Are you the property owner or renter/tenant? ☐ Property Owner ☐ Renter/Tenant
- If you are you the renter/tenant, you must provide a copy of your renter's/lease agreement; agreement must provide the property owner's name, mailing address and contact phone numbers.

DEPOSITS REQUIRED	SERVICE	RESIDENTIAL	COMMERCIAL
WATER (per meter)		\$200.00	\$300.00
SEWER (per connection)		\$100.00	\$100.00
GARBAGE (95 gallon containers)		\$50.00	\$50.00
COMMERCIAL FRONT LOAD		n/a	1x Months Rate

[Commercial Customers Only]

SIZE OF FRONT LOAD GARBAGE: _____ Cubic Yard at Number of _____ Pickups per Week _____

DEPOSIT AMOUNT TOTAL \$ _____

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

Ethnicity:

- ☐ Hispanic or Latino
- ☐ Not of Hispanic or Latino

Gender:

- ☐ Male
- ☐ Female

Race:

- ☐ White
- ☐ Black or African American
- ☐ American Indian, Alaska Native
- ☐ Asian
- ☐ Native Hawaiian or Other Pacific Islander

APPLICATION AGREEMENT: In consideration thereof, I hereby make application for utility services to be established and adopted by the City Council of the City of Natalia. All applicants must execute this agreement before any services are provided. I understand that I will be held responsible for the payment of all bills rendered for water, sewer and garbage services provided at the premises, until written notice is given by applicant to the City of Natalia for the disconnection or cancellation of services.

The City shall sell and deliver water and/wastewater services to the Applicant, and Applicant shall purchase, receive and/or reserve service from the City in accordance with its policies, of which may be amended from time to time by the City Council of the City. A copy of the city's utility rates is available upon request.

SERVICES: Title of all water meters and connections furnished by the City of Natalia remains in said ownership of City of Natalia. If sanitary sewer service is not available at the premises of applicant then the reference herein to sanitary sewer service are to be disregarded, but in the event subsequent sanitary service is available and furnished to such premises, then all of the provisions hereof will be in such force and effect. All water and/or sewer connections are solely for the use of the customer, and only one service per dwelling, or business, per lot is permitted. All water is metered by meters furnished and installed by the City, and a monthly recorded reading of your meter will determine the amount due for water and sewer based on the number of gallons used. Garbage services is contracted by a third-party contractor, and shall apply all applicants whose building, land or lot, is being provided water and/or sewer services by the City.

DUE DATES: Billing period will be the 15th of one month through the 15th of the next month. Water bills are issued on the 1st day of each month, and **due by the 15th of each month.** A late fee of 10% will be added to the total bill if paid or postmarked after the close of business on the 15th which is 4:30 p.m. The final day to pay your bill is the 25th of each month.

DISCONNECTION: In the event of default, an untimely (nonpayment) fee of \$35.00 will be applied to your bill and your water, sewer and garbage services will be disconnected without notice.

DISCONTINUED SERVICE: Upon applicant's written request, or after 30-days from disconnection for nonpayment, the City of Natalia will terminate the account and apply any deposits towards balances owed for services. Any overages to be refunded to the customer will be made by check and directly payable and mailed to accountholder within thirty (30) days from discontinuance. The City has the authority to discontinue service and cancel customer connection for customer's incompliance of utility service policies of the city, to include lack or failure to pay utility fees or charges as owed by applicant. Any time applicant services are discontinued, terminated or suspended, the City shall not re-establish service unless it has a current signed copy of this agreement, customer pays any utility indebtedness, and applicant has complied with all terms and conditions that cause the service to be discontinued for any reason.

MAILING ADDRESS REQUIRED: Customer's must first establish a mailing address to commence utility services; and, any customer who provides an insufficient mailing address during time of service will be given a ten (10) day notice to re-establish mail service prior to disconnecting services. The city may suspend customer's service for failure to comply.

BILL ADJUSTMENTS: Bill adjustments shall be authorized only by the City Administrator, or designee, and only once per customer per calendar year, and only if the usage was affected by a water leak, then an adjusted shall only be made towards the sewer cost based on a three (3) month average. The request must be made in writing with proper receipt indicating that the leak has been repaired. The request must be made within the same billing period as the repair.

RETURNED CHECKS: Customer's will be charged a fee of thirty-dollar (\$30.00) for each check returned by a banking institution. A customer's utility account will be considered as unpaid if the City receives a returned check and applicable returned check fees, late fees, non-payment or reconnection fees may apply. The City reserves the right to disconnect services for non-payment according to its Policies and Procedures. No checks will be accepted to pay for a returned check. The City of Natalia will not accept checks from customers that have submitted two (2) returned checks for two (2) years from the date of the second check.

CROSS CONTAMINATION: The City is responsible for protecting the drinking water supply from contamination or pollution, of which all customers shall apply own efforts to avoid contamination to protect our resources. 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 appropriately installed backflow prevention assembly device in accordance with state regulations. No cross-connection between the public drinking water supply and a private water system is permitted. No connection which allows condensing, cooling or industrial process water to be returned to the public water supply is permitted.

CONFIDENTIALITY OF CUSTOMER INFORMATION: Utility Code, Sec. 182.052, provides that a Government-Utility that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service shall provide option to the customer

to disclose personal information, being an individual's address, telephone number, social security number, or any information relating to volume or units of utility usage or amounts billed to or collected from the individual, if the customer requests their information to be disclosed. Information Disclosed: A government-operated utility may only disclose information related to customers volume or units of utility usage or amounts billed to or collected if the primary source of water for such utility is a sole-source designated aquifer; or to an official or employee of the state, political subdivision, an employee of the city performing its duties, consumer reporting agency, contractor subcontracted by the city providing services to the utility, or by another entity that provides that utility herein provided for compensation.

☐ I wish for my account information to be released to any member of the public upon written request.

I READ AND UNDERSTAND THE TERMS PROVIDED, AND UPON MY SIGNATURE ACKNOWLEDGES THAT THIS APPLICATION BECOMES A BINDING CONTRACT BETWEEN THE CITY AND APPLICANT.

Applicant Signature

Date

Co-Applicant Signature

Date

Nondiscrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA Office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866)632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistance Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C., 20250-9410
- (2) Fax: (202)690-7442; or
- (3) Email: program.intake@usda.gov

USDA is an equal opportunity provider, employer, and lender.

FOR OFFICE USE ONLY

Date: _____ Amount of Deposit: _____ Tender: _____ Receipt Number: _____

Accepted by: _____ Account Number: _____

Additional Notes if necessary:
