



UTILITY SERVICE APPLICATION AND AGREEMENT

Service Address: _____ Service Start Date: _____

Mailing Address (If Different): _____

Applicant Name: _____

Applicant Social Security Number: _____

Applicant Date of Birth: _____

Applicant Driver's License Number: _____ State: _____

Co-Applicant Name: _____

Co-Applicant Social Security Number: _____

Co-Applicant Date of Birth: _____

Co-Applicant Driver's License Number: _____ State: _____

EMAIL ADDRESS _____

I agree to opt in to electronic email notifications

Home Phone: _____ Cell Phone: _____

I agree to opt in to automated phone calls

I agree to opt in to automated text messages

Previous service in the City of Sanger If yes, Address: _____

CONFIDENTIALITY REQUEST – Please check mark one selection below:

I hereby request confidentiality of my personal information by the City of Sanger's utility billing department

I hereby withdraw my request for confidentiality

I have received a copy of the late fees and collection policy from the City of Sanger. I have read and understand the conditions stated.

I have received a copy of the indemnity waiver from the City of Sanger. I have read and understand the conditions stated.

In order to comply with the Federal Trade Commission's Identity Theft Prevention Program, applicants will need to appear in person at City Hall and provide a valid form of government issued photo identification.

By signing this Utility Application Agreement, I agree that I am responsible for utilities at above address until I request the disconnection.

Signature of Applicant

Signature of Co-Applicant

Date

Account # _____
FOR OFFICE USE



AUTOMATIC BANK DRAFT AUTHORIZATION

****PLEASE ATTACH A VOIDED CHECK TO THIS FORM****

- Complete the Automatic Bank Draft Authorization Form Below and attached a voided check
- The first automatic bank draft may take up to 60 days from receipt of this authorization
- You will continue to receive a monthly statement showing your current utility charges
- For questions regarding this service, please call 940.458.7930

CUSTOMER INFORMATION

Customer Name (as it appears on your account)

Service Address

Account Number (##-####-##)

Email Address

Phone Number

FINANCIAL INFORMATION

Name of Financial Institution

Routing Number

Bank Account Number

Type of Account Checking Savings

I authorize the City of Sanger and the Financial Institution designated in the authorization form to withdraw funds on a recurring basis from my checking or savings account for payment of my utility bill. I understand that both the Financial Institution and the City of Sanger reserve the right to terminate this service and my participation in it at any time. I may elect at any time to discontinue automatic bank draft service by notifying the City of Sanger at least 30 days prior to the effective bill date.

In the event my bank refuses the monthly draft due to insufficient funds, I understand I will be removed from the Automatic Bank Draft program and will not be allowed to pay my utility account by either bank draft or personal check for a period of 12 months. I understand that I am responsible for payment of any insufficient fees assessed to my utility account for bank drafts that are returned as insufficient by my Financial Institution.

Signature

Date

This form may be submitted:

IN PERSON

City of Sanger Utility Billing Office
502 Elm Street
Sanger TX 76266

BY MAIL

City of Sanger Utility Billing Office
PO Box 1729
Sanger TX 76266

SERVICE AGREEMENT

I. PURPOSE. The CITY OF SANGER is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The utility enforces these regulations to ensure the public health and welfare. Each customer must sign this agreement before the CITY OF SANGER 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 a copy of this agreement has been signed.

- II. PLUMBING RESTRICTIONS.** The following unacceptable plumbing is prohibited by State Regulations.
- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential source 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 public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than 0.25% 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 SANGER (water system) and NAME OF CUSTOMER (the customer).

- A. The WATER SYSTEM will maintain a copy of this agreement as long as the customer and/or the premises are connected to the WATER SYSTEM.
- B. The customer shall allow his property to be inspected for possible cross-connection and other acceptable 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-connection of other unacceptable plumbing practice exists; or after any major changes to the private plumbing 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 unacceptable plumbing practice which has been identified during the initial inspection.
- D. The Customer shall immediately correct any unacceptable plumbing practice 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 are to be provided to the Water System.

IV. ENFORCEMENT. If the customer fails to comply with the terms of the Service Agreement, the Water System, may 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: _____

PRINT NAME: _____

DATE: _____

ADDRESS: _____

Page intentionally left blank



Welcome to Sanger

Residential Utility Rates

Electric	
Facility Charge – minimum	\$12.41/month
Energy Charge	\$0.1377 per kwh
ERCOT Fee	\$4.00/month

Water	
Minimum per unit includes first 1,000 gallons usage	\$29.97/month
Tiered Rate per 1,000 gallons	
1,001-4,999 gallons	\$5.33
5,000-14,999 gallons	\$5.85
15,000-29,999 gallons	\$7.30
30,000+ gallons	\$10.58

Wastewater	
Minimum per unit includes first 1,000 gallons usage	\$37.41/month
Tiered Rate per 1,000 gallons	
1,001-9,999 gallons	\$5.31
10,000+ gallons	\$5.89
Not to exceed \$97.00 per month	

Commercial Utility Rates

Electric – under 10,000,000 kwh per year	
Facility Charge – minimum	\$19.44/month
Energy Charge	\$0.1406 per kwh
ERCOT Fee	\$4.00/month

Water	
Minimum per unit includes first 1,000 gallons usage	\$39.03/month
Tiered Rate per 1,000 gallons	
1,001-4,999 gallons	\$6.18
5,000-14,999 gallons	\$6.70
15,000-29,999 gallons	\$7.58
30,000+ gallons	\$9.35

Wastewater	
Minimum per unit includes first 1,000 gallons usage based on meter size *	
Tiered Rate per 1,000 gallons	
1,001-9,999 gallons	\$5.31
10,000+ gallons	\$5.89

*Complete list of rates can be found in the ordinance Fee Schedule: <https://ecode360.com/SA6473>



Sanger City Hall

502 Elm Street
Sanger, TX 76266

Phone: (940)458-7930

Email: utilitybilling@sangertexas.org

Emergency - City of Sanger Electric

After hours number: (940) 299-5354

Emergency - City of Sanger Water

After hours number: (940) 299-5358

Bill Payment Options:

In Person: City Hall
502 Elm St
Drive-thru option during office hours

By Mail: City of Sanger, Texas
P.O. Box 1729
Sanger, TX 76266

By Phone: (866) 275-5232

Night Drop: Located at the back of City Hall
No Cash Please

Online: www.sangertexas.org

Bank Draft: Request form and attach a voided check

Other Helpful Contacts:

Atmos Gas Company: (800) 460-3030

Coserve Electric: (800) 274-4014

Bolivar Water Supply: (940) 458-3931

Chamber of Commerce: (940) 458-7702

Police Dept/Pet Registration (940) 458-7444



General Information

New Customers are required to complete an application, place deposits, and pay service fees to set up new services including water, wastewater, garbage and electric.

Current customers moving from one location to another must pay current balance at old address, service fees, and any applicable deposits for new address before service can be active at the new address.

One form of government issued photo identification will be required at the time of new or transferred service.

Residential Service Deposits: A \$100 deposit for water connection is required. A \$200 deposit for electric service is required but may be waived when the customer provides a Letter of Credit for the past 12 consecutive months with Sanger, or another electric utility service with no late payments, penalties, or disconnects. The Letter of Credit can be emailed to utilitybilling@sangertexas.org.

Commercial Service Deposits: A \$100 deposit for water is required with a smaller than 2" water meter. Water meters 2" or greater require a \$200 deposit for water. \$200 deposit for single phase electric service, \$500 for three phase electric service. Occupancy permit required prior to any utility connection.

Service Fees:

- A service fee of \$30 for each utility (water/electric) will be charged for all connections.
- A service fee of \$35.00 will be applied to all returned checks.
- If service is disconnected due to non-payment a service fee of \$30.00 per utility will be added to the account. Service fees apply even if services are not disconnected before bill is paid.
- Additional charges are assessed for after-hours connections due to being disconnected for non-payment of \$50.00 per utility.
- Notice of moving required: anyone moving out of a facility where electric, water, wastewater, or solid waste service is provided must notify the City of Sanger utility customer service by filling out a disconnect request to ensure proper billing.

Notice to all Commercial Customers

Requests for water, electric, and/or gas services must apply for, and obtain approval for a Certificate of Occupancy through the city building inspection department located at:

201 Bolivar Street
Sanger, Texas
(940)458-2059

The Certificate of Occupancy must be obtained prior to utility connection.

LATE FEE AND COLLECTION POLICY

1. The City of Sanger is not responsible if utility bills are not received by mail. It is the applicant's responsibility to submit payments in time. This responsibility cannot be passed off to the schedule of the post office or other delivery units.
2. All utility payments must be received at City Hall by the close of business on the 15th day following the bill date. When this date falls on a City of Sanger non-work day, payments are due by close of business the following business day.
3. Any account not paid by the 15th day following the bill date is considered past due and a 10% penalty will be applied. Upon request one late penalty per calendar year may be waived.
4. Utility bills not paid by close of business on the 27th day following the bill date will result in disconnection of service and a service fee of \$30.00 for electric and \$30.00 for water to be applied to the account. After close of business on the 27th day following the bill date, service fees apply even if services are not disconnected before bill is paid. If the 27th day following the bill date falls on a City of Sanger non-work day, payments are due on the following business day. After hours fees are \$50.00 for electric and \$50.00 for water in addition to all balances due. After hours fees apply beginning one hour prior to close of business, or on Saturday, Sunday, holidays, etc.
5. Sec. 4.102 Tampering Fee - In the event the user or customer or his agent restores water services or electric services after service has been disconnected by the city, or the user or customer or his agent tampers with the water meter or the electric meter or service line appurtenances in any manner, based on the best estimated time that tampering occurred, an average kwh usage fee will be charged. All vehicle, man-hours and equipment replacement costs will also be charged. AA tampering fee of two hundred dollars (\$200.00) per utility shall be collected in addition to the service fees.
6. The City of Sanger utilizes a collection agency to collect on unpaid balances after services are finalized.

INDEMNITY WAIVER

I hereby indemnify and hold harmless the City of Sanger, its agents and employees from and against all claims, damages, losses, and expense, including, but not limited to, attorney's fees arising out of or resulting from any negligent performance of water connections services on the property referenced herein.

Be aware that this waiver is so that the meter reader can turn the service on without anyone being present. It is in your best interest to ensure that all faucets, both inside and out, have been shut off completely. Otherwise, the meter reader will have to disconnect the service due to water running and a delay in connection will be unavoidable. If the meter reader has to return for another service call there will be an additional fee.

All meters at all times shall be reasonably accessible to employees of the city whose duty it is to read such meters.

Residential Utility Rates

Electric	
Facility Charge – minimum	\$11.61/month
Energy Charge	\$0.1272 per kwh
ERCOT Fee	\$4.00/month

Water	
Minimum per unit includes first 1,000 gallons usage	\$27.00/month
Tiered Rate per 1,000 gallons	
1,001-4,999 gallons	\$4.80
5,000-14,999 gallons	\$5.27
15,000-29,999 gallons	\$6.58
30,000+ gallons	\$9.53

Wastewater	
Minimum per unit includes first 1,000 gallons usage	\$37.41/month
Tiered Rate per 1,000 gallons	
1,001-9,999 gallons	\$5.31
10,000+ gallons	\$5.89
Not to exceed \$97.00 per month	

Commercial Utility Rates

Electric – under 10,000,000 kwh per year	
Facility Charge – minimum	\$17.65/month
Energy Charge	\$0.1299 per kwh
ERCOT Fee	\$4.00/month

Water	
Minimum per unit includes first 1,000 gallons usage	\$35.16/month
Tiered Rate per 1,000 gallons	
1,001-4,999 gallons	\$5.57
5,000-14,999 gallons	\$6.04
15,000-29,999 gallons	\$6.83
30,000+ gallons	\$8.42

Wastewater	
Minimum per unit includes first 1,000 gallons usage based on meter size *	
Tiered Rate per 1,000 gallons	
1,001-9,999 gallons	\$5.31
10,000+ gallons	\$5.89

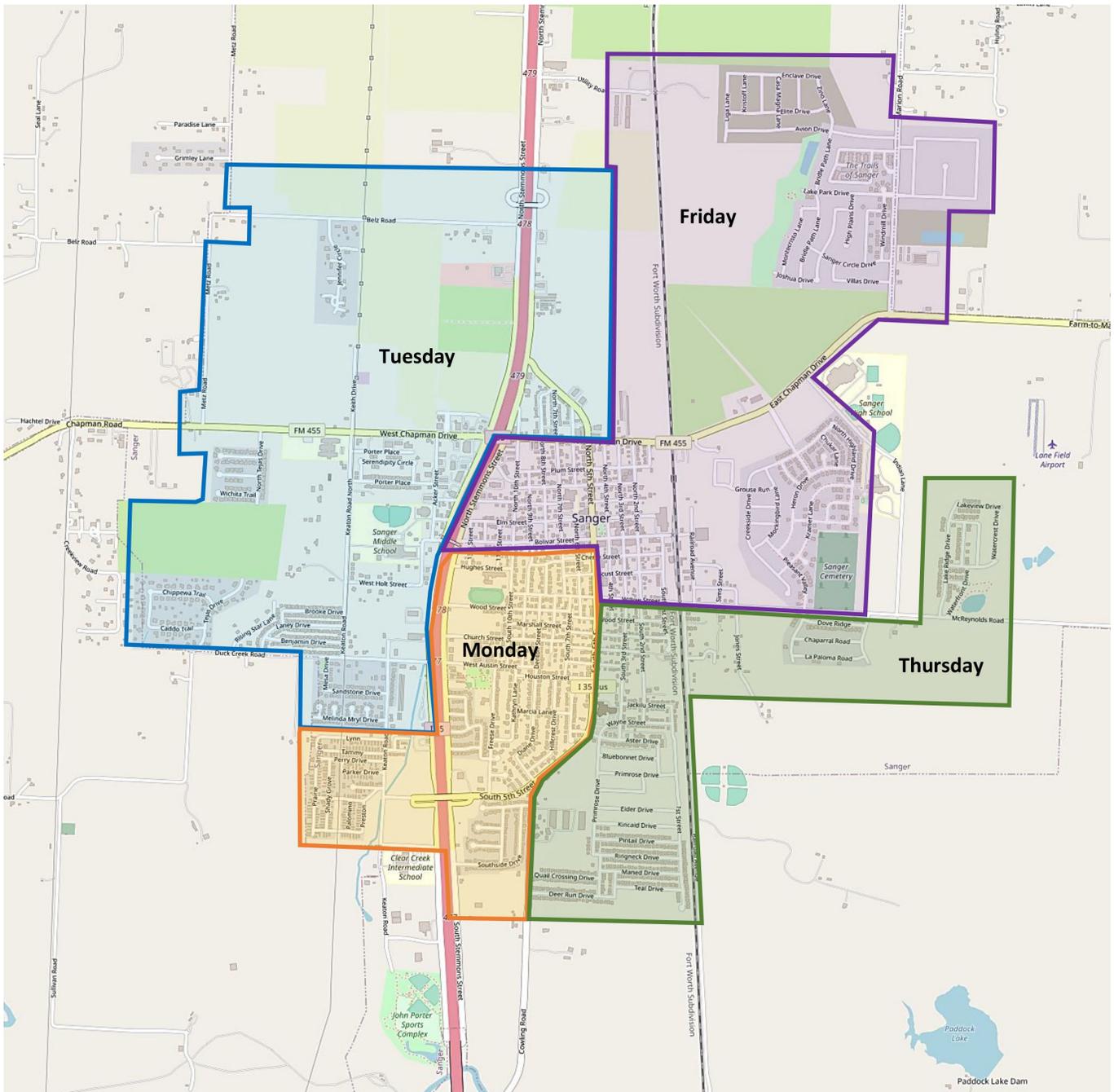
*Complete list of rates can be found in the ordinance Fee Schedule: <https://ecode360.com/SA6473>

Solid Waste

Solid Waste is provided by Republic Services. For questions regarding pick up, please contact their customer service at 972-316-0789. For billing questions, please call our office at 940-458-7930. Please visit our website for detailed information.

Residential: Once a week waste pick up in the blue cart, once a week recycling in the green cart and once a week bulk pick up. Please place carts and bulk out before 7am on your collection day. Please see collection map below.

Commercial: Need to complete a separate commercial solid waste application



Brush Removal Service

The City of Sanger has contracted with Republic Services to continue our resident brush removal services. Residents whose utility account is in good standing, will be permitted one pick-up per calendar month of up to four cubic yards, at no charge.

- * Pickups will be made on Wednesdays. Only one pickup per calendar month permitted.
- * Inclement weather may delay your scheduled pickup.
- * **You must schedule your brush pick-up by 5:00 PM** the Friday prior to your pickup.
- * Pickups can be scheduled using our free app "Sanger Solutions" (preferred method) or by calling 940-458-2571. Calls can be made M - TH 7:30 AM - 5:00 PM and Friday 7:30 - 11:00 AM.
- * Brush left on the curb without scheduling a pick-up will not be removed.
- * Tree limbs larger than 1" in diameter must be cut from the main branch.
- * Brush must be less than eight (8) feet in length and less than eight (8) inches in diameter.
- * Place limbs and brush on the curb with the cut side out. Brush should not extend into the road and should be free and clear from any overhead obstruction or utility facilities.
- * No shrubs with root systems, whole or large portions of trees will be removed.
- * No material generated by a third party, hired, commercial, or contracted person will be removed.
- * For pickups exceeding 4 cubic yards, please contact customer service for pricing and scheduling.
- * All other yard waste shall be disposed of according to the guidelines posted on the City's website under Utility Customer Service/Yard Waste.

Visit www.sangertexas.org/page/residents_trash_recycling for more information.

