



Residential Utility Service Agreement

Each customer must read and sign this Service Agreement before the City of Sweeny will commence provided utility services. Following are the terms of the Service Agreement between the City of Sweeny and the customer:

- Customer must fill out and submit this form with payment for the service fee (non-refundable) and deposit before services will be provided.
- Service fee and deposit must be paid at the time the application is submitted.
- Deposits will be applied to the final bill once the account has been closed. If there is a remaining balance, the deposit will be issued via check and sent to any new mailing address provided by the customer. If the final bill is more than the deposit, the full amount of the deposit will be applied, and the customer will be responsible for promptly paying the remainder of their account balance.
- Cash, check, and credit card (Visa, Mastercard) payments are accepted for monthly bills. Credit cards are not accepted for deposits or turn on fees.
- Credit card payments will have an added 3.5% of charge total added, and can be made in person at City Hall or online at: <https://www.trafficpayment.com>
- Checks can be put in the night drop slot on the side of the City Hall building at any time.
- Customers have the option to have their account put on automatic bank draft. This draws the monthly account balance due from a selected bank account on the 10th of each month.
- Any returned payment (check or bank draft) will be subject to an insufficient funds charge of \$30.00.
- Customers may request that their meter be re-read. The first meter re-read in a billing period is free. Any meter re-reads in the same billing period thereafter are \$35.00 each.
- Bills are due on the 15th of every month. If the 15th falls on a weekend or a holiday, bills are due on the following business day.
- Bills are late on the first business day following the bill due date.
- The following services may be reflected on utility bills:
 - Water (WA), Sewer (SW), Gas (GA), Garbage (GB)
- All disconnections for nonpayment are subject to the Utility Connection & Service Fee (\$30.00) per the Comprehensive Fee Schedule, Ordinance No. 101-21
- Customer(s) are required to fill out and submit a disconnect form to have services discontinued. If the customer fails to do so, they are responsible for the account balance that has accumulated from the time they moved from the property.

Signature: _____ Date: _____

For City Use Only

Acct: # _____ Service Address: _____



CITY OF SWEENY

Rev. 0 (4/2/2020)

102 W. Ashley Wilson Rd. • PO Box 248 • Sweeny, Texas 77480 • P: (979) 548-3321

☐ WA/SW ☐ GA ☐ GB ☐ SF ☐ FD ☐ SBC ☐ IS ☐ AN CONF: #1 ☐ #2 ☐ Fence ☐

Please complete the Residential Utility Service Agreement fully and return it to City Hall with payment. *Required information

Applicant Information

*Customer Name: _____

*Service Address: _____

*City: _____ *State: _____ *Zip: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

*Phone Number: _____ Second Phone: _____

*Driver's License #: _____ *State: _____ *SSN: _____

Nearest relative that will NOT be residing with you for personal reference.

*Relative Name: _____ *Relationship: _____

*Address: _____ *Phone Number: _____

Tenant / Landlord Information (if applicable)

If renting, Landlord's Name: _____

Employment Information

*Employer Name: _____ *Employer Phone Number: _____

Additional Services as Desired

Would you like your phone number(s) to be added to the Connect CTY system to receive phone calls from the city pertaining to emergency situations, utility repairs/advisories or other City news?	YES	NO
Would you like to donate \$3.00 each month to the City of Sweeny's Sidewalk Improvement Fund?	YES	NO
Would you like to donate \$2.00 each month to the Sweeny Fire and Rescue?	YES	NO
Would you like to donate \$2.00 each month to the Sweeny Beautification Committee?	YES	NO
Would you like to donate \$1.00 each month to the Sweeny Animal Shelter Fund?	YES	NO
Would you like to donate \$1.00 each month to the City of Sweeny's infrastructure (water, sewer, roads, etc.)?	YES	NO

Date and time you would like services connected: _____ 9-10 AM or 3-4PM

Windmill Run Apartment services cannot be connected after 4:00 PM

For City Use Only			
Deposit Amount:		Dep Slip # & Date:	
Service Address:		Account #:	



Trash Service:

Regular trash service for residential addresses is picked up one time per week, on Mondays. Recycling is every other Thursday. Heavy/bulk trash is picked up on Saturdays. Trash cans must be picked up from the road within 24 hours of trash service.

Fees & Deposits:

All new accounts require a **connection fee** along with a **deposit** per the City's Comprehensive Fee Schedule, Ordinance No. 101-21. In the event of relocation, your deposit will be applied to the balance on the final bill. Any remaining amount of the deposit will be mailed to the new mailing address provided on the Utility Disconnect Form.

Water Service Agreement

1. **PURPOSE.** The City of Sweeny is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the City of Sweeny will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
2. **PLUMBING RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
 - A. No direct connection between 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 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 airgap or appropriate 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 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.
3. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Sweeny and _____ (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 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 in writing of any cross-connection or other undesirable plumbing practice 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.
4. **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.

Signature: _____ Date: _____

For City Use Only			
Deposit Amount:		Dep Slip # & Date:	
Service Address:		Account #:	



Customer Owned Buried Water & Sewer Lines

The City of Sweeny maintains the underground domestic water service lines that deliver treated water to your home up to and including the water meter and “meter tail” approximately 6” past the water meter towards the home. The city also maintains the underground sewer lines up to and including the sewer tap for the home.

You should be aware, however, that underground water and sewer piping between your meter and sewer tap respectively, and your house, or running to outbuildings or other outdoor services such as outdoor sinks, pools, pool-house services, etc., **are not** maintained by the City of Sweeny. It is the responsibility of the customer to maintain these lines.

These pipes and lines may be subject to the effects of corrosion, collapse, underground disconnection, or infiltration. Not maintaining these lines could result in leakage. To avoid this potential problem, the City of Sweeny recommends that you arrange periodic inspections of any needed repairs that should be completed by a licensed plumber to ensure safety.

Remember to call the City of Sweeny at (979) 548-3321 before digging near buried lines. Digging around such piping should be done by hand. If you do not own the property where you live, please notify the owner or landlord. To report a water or sewer leak at your home, or anywhere within the City of Sweeny, call (979) 548-3321.

Customer Owned Buried Natural Gas Lines

The City of Sweeny maintains the underground natural gas pipes that deliver gas to your home up to and including the gas meter.

You should be aware, however, that there may be underground gas piping between your meter and your house or running to outbuildings or other outdoor appliances such as natural gas grills, lights, pool heaters, etc., that **are not** maintained by the City of Sweeny. It is the responsibility of the customer to maintain these lines.

These pipes may be subject to the effects of corrosion. Not maintaining these lines could result in leakage. To avoid this potential problem, the City of Sweeny recommends that you arrange periodic inspections of any needed repairs that should be completed by a licensed plumber or professional contractor to ensure safety.

Remember to call the City of Sweeny at (979) 548-3321 before digging near buried natural gas pipes. The buried gas pipes will be marked for you free of charge. Digging around such piping should be done by hand. If you do not own the property where you live, please notify the owner or landlord. To report a gas leak at your home, or anywhere within the City of Sweeny, call (979) 548-3111, 24 hours a day.

Signature: _____ Date: _____

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Deposit Amount:		Dep Slip # & Date:	
Service Address:		Account #:	



Please initial in the box(es) in which you accept the terms.

Utility Meter Readings

Service meters shall be read at monthly intervals, and as nearly as possible on the corresponding day of each month but may be read at other than monthly intervals as needed.

The meters are the property of the City of Sweeny and City employees shall be allowed access for the purpose of reading, testing, installing, maintaining, and removing meters and using utility cutoff valves. Conditions that may hinder access include, but are not limited to, fences with locked gates, vehicles or objects placed on top of meters or meter boxes, and unrestrained animals. A customer's refusal to allow access to the meters or a customer not cooperating to obtain reads subjects the customer to immediate disconnection.

When access is hindered on an ongoing basis, the city may, but is not required to, make alternative arrangements for obtaining meter readings.

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If access to a meter is hindered, the city may bill according to estimated consumption; provided the meter is read by the city at regular intervals (not exceeding three months) and billing adjustments are made for any overcharges or undercharges.

If access to a meter is hindered and the customer will not arrange for access at regular intervals, the city may relocate the meter to a more accessible location and may charge the customer for the actual cost of relocating the meter. Before relocating the meter, the City shall provide the customer with written notice of its intent to do so. The notice should include information on the estimated cost of relocating the meter, an explanation of the condition hindering access and what the customer can do to correct that condition, and information on how to contact the City. The notice shall give the customer a reasonable length of time to arrange for utility access so the customer may avoid incurring the relocation cost. A copy of the notice given to the customer shall be filed with the City's records on the customer's account.

If access to a meter, cutoff valve or sewer connection is hindered by the customer and the customer's service is subject to disconnection the city may disconnect service at the main and may charge the customer for the actual cost of disconnection and any subsequent reconnection. The City shall document the condition preventing access by providing photographic evidence or a sworn affidavit. Before disconnecting the service at the main, the City shall provide the customer with written notice of its intent to do so. The notice shall include information on the estimated cost of disconnecting service at the main and reconnecting service and shall give the customer at least 72 hours to correct the condition preventing access and to pay any delinquent charges due the City before disconnection at the main. The customer may also be required to pay the reconnect fee for nonpayment in addition to delinquent charges even if service is not physically disconnected. A copy of the notice given to the customer shall be filed with the City's records on the customer's account.

This section enables you to grant permission to the City of Sweeny to access your fenced area for the purposes of reading, testing, installing, maintaining, and removing meters and using utility cutoff valves.

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I authorize the City of Sweeny to access my fenced area.

Signature: _____ Date: _____

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Confidentiality Request:

Information in your City of Sweeny Utilities Department customer account record is generally considered public information under Texas Government Code, Chapter 552 (Public Information Act). However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information, or any information relating to the volume or units of utility usage, or the amounts billed to or collected from a customer for utility usage, if the customer requests that the government-operated utility keep the information confidential. *

This section enables you to request confidentiality of certain information under the Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your information, please initial in the box(es) below.

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I request that personal information (address, telephone number, and social security number) in my account record maintained by the City of Sweeny Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

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I request that information relating to the volume or units of utility usage, or the amounts billed to or collected from me for utility usage in my account record maintained by the City of Sweeny Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

Please list all individuals in which confidentiality has been waived.

_____	_____	_____
_____	_____	_____
_____	_____	_____

You may rescind your request for confidentiality by providing the City of Sweeny Utilities Department with written permission to disclose your personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

*A government-operated utility may disclose information related to the customer's volume or units of utility usage or amounts billed to or collected from the customer for utility usage if the primary source of water for such utility is a sole-source designated aquifer. A request for confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in a connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

I certify that the above information is accurate, and I agree to comply with the City of Sweeny rules and regulations stated in the City of Sweeny Code of Ordinance.

Signature: _____ Date: _____

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Deposit Amount:		Dep Slip # & Date:	
Service Address:		Account #:	