



**CITY OF FLORESVILLE
UTILITY COLLECTION PROCEDURES
RULES AND REGULATIONS**

I, THE UNDERSIGNED, HAVE RECEIVED A COPY OF THE CITY OF FLORESVILLE UTILITY COLLECTION PROCEDURES, RULES AND REGULATIONS ON _____.

I, ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE POLICIES AND PROCEDURES FOR THE CITY OF FLORESVILLE. I FURTHER UNDERSTAND TO ABIDE BY THESE PROCEDURES AND AM RESPONSIBLE FOR ANY BILLS, FEES OR OBLIGATIONS THAT ARE UNDER POLICY FOR MY ACCOUNT.

ACCOUNT NUMBER

CUSTOMER SIGNATURE

BUSINESS NAME (IF APPLICABLE)

ADDRESS

AUTHORIZED PERSONNEL

Non- Discrimination Statement

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.

Check Appropriate Ethnicity and Race:

1. ETHNICITY: Hispanic or Latino descent Not of Hispanic or Latino descent
2. RACE: White Asian Black or African American American Indian/Alaska Native Native Hawaiian or Other Pacific Islander

**THE CITY OF FLORESVILLE IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER
FORM NO.002-COFRULESANDREGULATIONS**



Utility Billing Procedures

Bills are sent out by the 28th of each month, payment is due by the 10th or in the case of weekends, the following Monday or next regular working day.

All three services including water, sewer and refuse will be billed together under a customer account and be paid in a timely manner as established by these regulations to be current. As per Ordinance requirements, all three services will be **BILLED** if a livable house exists and in the case of a vacant lot, only water will be billed with **NO EXCEPTIONS** being made as long as the water service is being provided.

Receipt of Payments/Late Payment Charge

Payments made after 5:00 p.m. on the 10th of each month will be subject to a 20% late payment charge and will be applied automatically to the total amount due. Payments must be received at City Hall prior to or on the day of the 10th. Any payments received in the night drop box after 5:00 p.m. on the due date will be considered late with no exceptions. In the case of mail in, bills that are sent thru US Mail and do not reach our office prior to the due date will incur the normal late fees.

Failure to Receive Notice

Failure to receive notice of amount due does not excuse payment by the due date. Should a customer fail to receive their bill, it is the customer's responsibility to contact City Hall for the current amount due. Failure to do so will subject payment to 20% penalty charge on account.

Partial Payment

Partial payments will only be accepted on current bills during the month prior to disconnect which is subject to the late penalty charge. Payments will not be accepted on delinquent bills. If an extension was taken on an account, full payment must be made. Failure to do so will automatically have account disconnected and an added \$25.00 service charge as penalty.

Termination Notices/Disconnections

Termination notices are sent out by the 11th of each month or next regular working day providing the customer sufficient notice of disconnect on the determined final date which will be the 20th of each month or in the case of weekends, the following Monday or next regular working day.

Disconnections for the month will be made on the 21st or day after of each month or next regular working day in the case of weekends. Any late payments received in the night drop box after 5:00 p.m. on the 20th will incur the **\$25.00 Service Fee** in addition to customary late fees. (Effective July 1, 2010)

*******Termination of service will not be issued on Fridays, or before the Holidays.
Disconnections will be conducted the following working day*******

Stop Service

It is the customer's responsibility to contact our office and request a final reading/disconnection when services are no longer needed. If the customer fails to do so any and all charges will be the responsibility of the account holder.

Payment Extensions

Payment extensions for current bills due will be granted for the 10th of the following month at which time customer agrees to pay entire balance due on account, both current and delinquent. No further extensions will be granted after the services have been disconnected until full payment has been collected. Failure to pay by the 10th will result in disconnection of services and a \$25.00 service charge will be automatically collected at the time of payment. A twenty (\$20.00) fee will be collected at the time of extension. All extensions must be obtained by account holder or spouse in person at City Hall.

*******NO EXCEPTIONS*******

Connect Fees/Service Charge

Connect fees of \$75.00 must be paid at the time services are requested. This is a onetime fee that is due when account is established and must be paid prior to service being connected.

Beginning New Service

At the time service is requested the following information must be provided/completed:

- Completed City of Floresville Utility Account Application
- Valid picture ID
- If the Home Owner is requesting service a certified Deed to the property will need to be provided.
- If a Renter is requesting service, a written rental agreement between renter and homeowner will need to be provided. This should list the occupants name and address of home, also please have the homeowners name and contact phone number listed on this agreement.
- Any prior unpaid balances must be paid in full before service is provided.

Reconnect Fees

Accounts that have been disconnected due to being in delinquent status have to pay an automatic \$25.00 fee to have the meter reconnected in addition to regular service charges already owed and must be paid prior to reconnect such of services.

Transfer Fees

A \$35.00 transfer fee will be paid when a customer account is moved to a different address or location and **CANNOT** be applied on the next regular bill. Transfer fee is due at the time of request for transfer. Accounts can be left open without the regular connect fee after transfer for a period of no longer than (7) working days from the date of request in the cases of moving out or for cleaning purposes. No customer can have two open accounts without the proper connect fee and charge for a period after that time.

Returned Check

A \$35.00 fee will be charged automatically to all returned checks and must be paid prior to reconnect of service and along with the total amount due at the time. All checks will be run through the financial institution only once. Also, any customer with a total of three returned checks at any time during the course of their customer account with the City will be required to pay in cash or money order for the future services and no further checks will be accepted. In addition, checks will not be accepted for returned checks, only cash or money order.

Weekend or After Hour Services

Weekend services will not be provided in any case unless for emergency, safety or leak situations under normal operating procedures. Service connects or delinquent reconnects will not in any case be provided to any customer account as a normal operating policy. All employees are prohibited to perform any such services regardless of situations that may arise or the person requesting such services.

Trip Charge

If a customer requests that the City make a trip to perform a service for the Customer, including, but not limited to such services as re-reads, meter calibration test, water leaks (not on city side), valve disconnection for repairs or other services, or other similar types of services, the City will charge the Customer a \$10.00 trip fee. Upon investigation of service call, should the city determine that such service irregularity was not at the fault of the customer, any and all trip charges will be waived.

Authority to Reconnect or Connect Services

It is the policy of the City of Floresville to **disallow** any request or orders made by the **Mayor or City Council Members, City Officials or Supervisor or Regular employees** not in accordance with the normal established rules in the operation, billing or collection of utilities.

All matters relating to the utility systems under this method of operation in the billing, collections and the provision of service must be properly authorized by the issuance of a work order from the Utility Department office and collection of full payment has been secured in order that adequate control be maintained in this public service.

Tampering with Meter

Services that are disconnected because of non-payment will be secured with a locking device and any tampering with locks or meter will result in a \$50.00 or more tampering fee.

It shall be unlawful for any person to tamper with, injure, or deface any hydrants, stop cocks, standpipes, or other city water system fixtures, or use or take from the city water system any water except in accordance with the rules and regulations governing such system, or use or injure any water type or any other property whatsoever belonging to the city water system, except as permitted by the regulations of the City Council. Any person violating this section shall be subject to a fee as set by the City Council from time to time.

- **Should it be necessary for the City of Floresville to remove water meter at any time due to tampering, additional charges to include labor hours and/or in meter**

replacement will be charged to customer. These fees must be paid in full before service is restored.

Penalty

Any person, either by himself or agent, and any firm, corporation, or other entity who violates any of the provisions of this chapter shall be deemed guilty of a misdemeanor and, upon conviction of any such violations shall be fined in any sum not to exceed \$500.00 and each day during which such violation continues shall constitute a separate and distinct offense.

General Immunity

According to Texas Tort Claims Act (TTCA) #101.0215, the City is granted general immunity from claims arising from governmental functions as defined by TTCA #101.0215 which includes waterworks. From time to time the City experiences temporary water losses due to line breaks, line replacement or other conditions beyond the control of the City. The City is not responsible for any damages that result from these conditions.

Emergency Phone Numbers

Emergency phone numbers for Weekends, Holidays and after 5:00 p.m. Call 830-391-3342 for all on call emergencies.