

CITY OF TROUP WATER SERVICE AGREEMENT

- I. PURPOSE** – The City of Troup is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions that 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 Troup 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. RESTRICTIONS** – The following unacceptable practices are prohibited by State regulations.
- A. 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.
 - 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 that 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 that provides water for human use.
 - E. No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.
- III. SERVICE AGREEMENT** – The following are the terms of the service agreement between the City of Troup and _____.
- A. The City of Troup 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-connections and other potential contamination hazards. These inspections shall be conducted by the City of Troup 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 City of Troup’s normal business hours.
 - C. The City of Troup shall notify the Customer in writing of any cross-connection or other potential contamination hazard that 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 City of Troup. Copies of all testing and maintenance records shall be provided to the City of Troup.
- IV. ENFORCEMENT** – If the Customer fails to comply with the terms of the Service Agreement, the City of Troup shall, at its option, 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.

IN NON OWNER OCCUPIED RESIDENTS:

EACH CUSTOMER REQUESTING WATER SERVICE MUST PROVIDE A LEASE/RENTAL AGREEMENT IN THEIR NAME FROM THE PROPERTY OWNER BEFORE SERVICES ARE PROVIDED

Printed Name

Service Address

Customer Signature

Date

THIS IS REQUIRED BY LAW

Information on Utility Bills Effective 02/19/19

The City of Troup provides the following services on your utility bill:

Water, Sewer, Garbage and Ambulance service.

Bank draft is available for services at no extra charge

The bills are mailed the last day of each month. They are due and payable on or before the tenth of each month, there is a 10% penalty charge added to your water bill after the 10th even if it falls on the weekend, please make sure it is put into the drop box to prevent penalties from being added to your bill. **If the bill is not paid by the 20th, services will be disconnected and the water bill must be paid in full plus a \$30.00 fee beginning at 8:00 am on the 21st.** There is an after hours payment box next to the front door of City Hall any payment in this box before 8:00 am is considered received the previous day. If requested by the customer no later than the 20th of each month, an extension may be granted for a \$15.00 fee until the next to the last working day of the month. Bills should be paid in full before the next month's water bills are mailed or your account is likely to be final out and the deposit will be applied to your bill. If the customer requests meter to be re-read and the reading is correct, there will be a \$10.00 service charge; if it is not correct, no charge will be required.

NO PARTIAL PAYMENT WILL BE ACCEPTED. NO SECOND NOTICES WILL BE SENT.

WE ARE NOT RESPONSIBLE FOR POSTAL DELIVERY

The following are the charges;

Water - Base \$17.48 (incl. 1,000 gallons) volume charge for all consumption exceeding 1,000 gal. (per 1,000 gal.)

1,001 to 10,000 gallons.....4.37

10,001 to 20,000 gallons.....5.68

Above 20,000 gallons... 6.99

Sewer – Base \$15.68 (incl. 1,000 gallons) + \$6.02 per thousand thereafter with a Residential cap at 10,000 gallons. Commercial accounts are not capped (Sewer charges are based on the amount of water consumption.)

OUTSIDE CITY LIMITS – DOUBLE THE ABOVE RATES IF SERVICES ARE AVAILABLE

Garbage – Residential - \$14.12 + tax Commercial - \$18.73 + tax Outside City - \$20.10 + tax.

Ambulance - \$5.00

Minimum bill (1,000 gallons usage or less) inside city limits residential household = \$53.44.

Ambulance is automatically added on your water bill unless the customer signs our written form refusing service. Example – average ambulance service to Tyler and surrounding areas is \$600.00 w/o medication. For \$5.00 a month you or anyone in your household can be transported. If you have insurance they will file for you.

Garbage service is once a week each Wednesday the 90 gallon cart must be at curbside by 7:00 A.M. and removed from curbside no later than 1:00 p.m. the day after pickup. Items too large for normal pick up will be scheduled through ALLIED @ 1-903-586-1449 for a once a month large pick up. (One item per household each month)

A deposit fee of \$100.00 is required before service can be established. The City Of Troup does not accept letters of credit. The amount of deposit is held until you move from Troup and then your final bill is deducted from your deposit. The balance is either refunded to you or due to the City.

Brush – The City of Troup will pick up brush that has been stacked at curb side and called in to City Hall for a service order to be placed. Define brush – Limbs and vegetation from property **ONLY** not trees and not limbs a tree service you hired has left behind. No wood with any kind of nails, staples, screws, etc. No household items of any kind.

THE CITY REQUIRES PERMITS ON ALL UPDATES TO ANY TYPE OF HOME. PLEASE CALL OR COME BY CITY HALL FOR INFORMATION BEFORE STARTING PROJECTS @ 903-842-3128.

All dogs and cats must be registered yearly with the City of Troup. Proof of Rabies Vaccination will be required to register. The fee for registering your animal will be \$5.00.

IF YOU HAVE ANY QUESTIONS CONCERNING YOUR BILL OR IF WE CAN BE OF ASSISTANCE, please call 903-842-3128 during office hours, 8-5 pm.

Other utility contact numbers TXU Energy - 888-3134747, Centurylink 877-436-2277, and Center Point Energy 800-259-5544.