

**CUSTOMER SERVICE INSPECTION
(REQUIRED ON ALL HOMES, BUSINESS NOT
APARTMENTS)**

DATE: _____

NAME: _____

SERVICE ADDRESS: _____

CONTACT NUMBER: _____

APPOINTMENT TIME: _____

STATE REGULATION:

- TITLE 30 TEXAS ADMINISTRATIVE CODE (TAC), CHAPTER 30, SUBCHAPTER C
- 30 TAC CHAPTER 290
- APPROVED BY COUNCIL JUNE 14, 2016

A CUSTOMER SERVICE INSPECTION IS AN EXAMINATION OF THE PRIVATE WATER DISTRIBUTION FACILITY FOR THE PURPOSE OF PROVIDING OR DENYING WATER SERVICE.

THE INSPECTION IS LIMITED TO THE IDENTIFICATION AND PREVENTION OF CROSS-CONNECTIONS, POTENTIAL CONTAMINANT HAZARDS, AND ILLEGAL LEAD MATERIALS.

CUSTOMER SERVICE INSPECTIONS ARE COMPLETED BEFORE PROVIDING CONTINUOUS WATER SERVICE TO NEW CONSTRUCTION, ON ANY EXISTING SERVICE WHERE THERE IS REASON TO BELIEVE THAT CROSS-CONNECTIONS OR OTHER POTENTIAL CONTAMINANT HAZARDS EXIST, OR AFTER ANY MATERIAL IMPROVEMENT, CORRECTION, OR ADDITION TO PRIVATE WATER DISTRIBUTION FACILITIES.

*******NEED A COPY OF DRIVERS LICENSE OF THE PERSON APPLYING FOR WATER SERVICE*******

SERVICE AGREEMENT

PURPOSE: The City of Blanco 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, which 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 Blanco 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.

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 pressure-zone 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 8% 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 containing more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

SERVICE AGREEMENT: The following are the terms of the Service Agreement, between the City of Blanco (Water System) and _____ (Customer).PRINT

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is 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 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 Water Systems normal business hours.
- C. The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- 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.

ENFORCEMENT: If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option terminate service or install, test, and maintain an appropriate backflow prevention device at the service connection. Also annual test of such device must be conducted by a TCEQ approved and licensed backflow prevention tester. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER SIGNATURE: _____ **DATE:** _____
SERVICE ADDRESS: _____

WATER SERVICE *TURNED ON / TRANSFER (CIRCLE ONE)*

RESIDENTIAL \$185.00 DEP / APTS \$150.00/ COMMERCIAL \$208.00 DEP

TODAYS DATE: _____

DATE REQUESTING *TURNED ON / DISCONNECT / TRANSFER (CIRCLE ONE)*: _____

ACCOUNT NUMBER: _____

NAME OF ACCOUNT HOLDER: _____

SERVICE ADDRESS: _____

FORWARDING MAILING ADDRESS: _____

PHONE NUMBER: _____

TRANSFER FROM: (*OLD ACCOUNT NUMBER & OLD SERVICE ADDRESS*)

ACCOUNT NUMBER: _____ SERVICE ADDRESS: _____

TRANSFER TO: (*NEW ACCOUNT NUMBER & NEW SERVICE ADDRESS*)

ACCOUNT NUMBER: _____ SERVICE ADDRESS: _____

I, THE UNDERSIGNED, REQUEST THE City of Blanco to furnish water, sewer and sanitation services at the above address and I agree to pay for such services at the regular rates set by City Council. The bill is due and payable by the 10th of the month to avoid a late fee. If not paid by 20th services will be disconnected. All reconnect fees and arrears must be paid in full at time of disconnection to re-establish services.

SIGNATURE OF APPLICANT

*****BELOW FOR OFFICE USE*****

FILE NUMBER: _____ ACCOUNT NUMBER: _____

METER NUMBER: _____ SEQUENCE NUMBER: _____

METER READING: _____ ROUTE: _____ DATE: _____ METER READER: _____

PRORATED DAYS: _____ RATE CODE: _____ DEPOSIT _____ CSI FEE _____

DEPOSIT AMOUNT: RESIDENTIAL: \$185.00 APARTMENTS: \$150.00 COMMERCIAL \$208.00

TRANSFER FROM: (*OLD ACCOUNT NUMBER & OLD SERVICE ADDRESS*) ACCOUNT NUMBER: _____

SERVICE ADDRESS: _____

TRANSFER TO: (*NEW ACCOUNT NUMBER & NEW SERVICE ADDRESS*) ACCOUNT NUMBER: _____

SERVICE ADDRESS: _____

CITY OF BLANCO
WATER UTILITIES GUIDELINES
OFFICE # (830) 833-4525 FAX # (830) 833-4121
UTILITIES@CITYOFBLANCO.COM
www.cityofblanco.com

ALL WATER UTILITY BILLS ARE MAILED ONCE A MONTH. THE UTILITY BILLS ARE DUE ON THE 10TH BY END OF OUR BUSINESS DAY, 5PM. IF PAYMENT IS NOT RECEIVED ON THE 10TH BY 5PM, A TEN PERCENT (10%) PENALTY WILL BE APPLIED TO YOUR ACCOUNT. A MAIL POSTMARK WILL BE ACCEPTED IN THIS OFFICE IF PAYMENT ARRIVES ON THE 10TH BY 5PM.

IF THE 10TH OF THE MONTH FALLS ON A SATURDAY, SUNDAY OR A CITY HOLIDAY, YOUR PAYMENT WILL BE DUE BY 5PM OF NEXT BUSINESS DAY, IF PAID ONLINE YOU HAVE UNTIL MIDNIGHT. YOU CAN GO TO THE WWW.CITYOFBLANCO.COM, PRESS THE MAKE A PAYMENT BUTTON, PRESS PAY UTILITY BILL AND FOLLOW THE PROMPTS. WE ARE UNABLE TAKE PAYMENTS OVER THE PHONE.

A DELINQUENT NOTICE IS SENT ON THE 15TH OF EACH MONTH. IF NOT PAID BY THE 21ST WATER SERVICE WILL BE DISCONNECTED BY NOON. A FEE OF THIRTY (\$30.00) FOR RE-CONNECTION FOR NON-PAYMENT WILL BE BILLED.

ANY DELINQUENT OR ACCOUNT NOT PAID WILL HAVE SERVICES TURNED OFF BY THE CITY OF BLANCO AND WATER WILL NOT BE TURNED BACK ON UNTIL A NEW DEPOSIT IS SECURED, AND/OR LANDLORD REQUESTS SOLE RESPONSIBILITY FOR ACCOUNT. NO WATER SERVICE WILL BE TURNED ON WITHOUT A DEPOSIT AND/OR ANY ACCOUNT IN ARREARS.

Illegal Connection/Theft of Services fee: \$1000.00 + *(possible criminal charges brought by the City of Blanco).*

Meter tampering fee: \$500.00

Delinquent Fee: *after (3) consecutive Delinquent accounts within a year residential water customers will be charged another deposit fee of \$150.00. Commercial water customers will be charged another deposit fee of \$193.00.*

Meter Re-Read Fee: \$20.00 – *(Fee waived if incorrect reading due to employee error or equipment malfunctions)*

Temporary Service Connect/Disconnect: \$20.00 *(Snowbirds, out of state, etc)*

Transfer Fee: \$20.00 *(one location to another within the city)*

Trash only account Deposit: \$150.00 **(Residential:** \$14.51 + tax **Commercial Tote:** \$19.35 + tax *(If not paid by 5pm of the 10th, a late fee of 10% will be added).*

Meter Accuracy Check Fee: \$30.00 *(at customers' request)*

Pull Meter Fee: \$25.00

Return Check Fee: \$25.00 *(collected by City of Blanco)*

PLEASE BE ADVISED THAT OUR FIELD WORKERS ARE UNABLE TO ACCEPT ANY FORM OF PAYMENT FROM CUSTOMERS. PAYMENT MUST BE MADE AT THE CITY OFFICE OR ONLINE. OFFICE HOURS ARE: 8:00 A.M. TO 5:00 P.M. MONDAY THRU FRIDAY. FOR YOUR CONVENIENCE, A DROP BOX IS LOCATED BY THE RIGHT SIDE OF THE FRONT DOOR FOR PAYMENTS MADE AFTER 5PM. GARBAGE PICK-UP FOR INSIDE CITY CUSTOMERS IS EVERY MONDAY AND MUST BE SET OUT SUNDAY NIGHT. PLEASE BE SURE YOUR ADDRESS NUMBERS ARE ON YOUR HOUSE AND VISIBLE FROM THE STREET.

2019 Water/Sewer rates

MINIMUM BILL (RESIDENTIAL): Water = \$30.00 Sewer = \$28.00 Garbage = \$14.51 TX = \$1.20 =
MINIMUM BILL \$ 73.71 WILL BE CHARGED IF ACCOUNT IS ESTABLISHED AND WATER SERVICE ACTIVATED. IF YOU ARE ON A SEPTIC, PLEASE ADVISE US SO WE CAN EXCLUDE SEWER CHARGE.

BILL EXAMPLE: BASE WATER 30.00 + SEWER 28.00 + GARBAGE 14.51 + TAX 1.20 + 300 GALLONS USED (0.3 X 7.00 = +2.10) TOTAL BILL \$75.81

SEWER RATE is fixed after 1 year by averaging December, January, February's water usage.

OSCL WATER RATE (RESIDENTIAL): WATER = \$65.00 + 300 GALLONS (\$10.50 X 0.3 = 3.15) = \$68.15

WATER METER DEPOSITS & TAPS

METER DEPOSITS on existing tap:

Residential = \$150.00 (deposit \$140/\$10 connect fee) + CSI \$35.00 = \$185.00

Residential: Deposit fee- \$140.00 (refundable at time of closing of account)

Connect fee- \$10.00 (non-refundable)

C.S.I fee-\$35.00 RESIDENTIAL (non-refundable)

Commercial =\$158.00 (deposit \$148/\$10 connect) + CSI \$50.00 = \$208.00

Commercial: Deposit fee- \$148.00 (refundable at time of closing of account)

Connect fee- \$10.00 (non-refundable)

C.S.I fee-\$50.00 COMMERCIAL (non-refundable)

NEW WATER TAP CONNECTION:

Water tap (inside City limits) \$1200 + \$150 meter deposit + \$35.00 RESIDENTIAL

Water tap (inside City limits) \$1200 + \$158 meter deposit + \$50.00 COMMERCIAL

Sewer Tap (inside city limits) \$1200.00

Water tap (outside City limits) \$1750.00 + \$150 meter deposit + \$35.00 RESIDENTIAL

Water tap (outside City limits) \$1750.00 + \$158 meter deposit + \$50.00 COMMERCIAL

Sewer Tap (outside city limits) \$1750.00

******* A SELF-SERVE RECYCLING CENTER IS LOCATED AT 480 JONES AVE*******