



Check list for New Utility Service with City of Mineral Wells

- The lease agreement if leasing. Deed of Ownership if buying.
- A government issued photo ID whose name is on the lease/deed.
- A \$150.00 deposit is required at the time of application for residential. Commercial accounts will be determined at the time of service.
- You will be asked to verify certificate of occupancy on the location through Inspection Department. A \$25.00 charge may be added if an inspection is required on the property.
- Water service application.

* Any outstanding balance will need to be paid before water can be turned on*

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Check list for Transfer Utility Service with City of Mineral Wells

- A government issued photo ID of the account holder.
- The lease agreement if Leasing. Deed of Ownership if buying.
- You will be asked to verify certificate of occupancy on the location through the Inspection Department. A \$25.00 charge may be added if an inspection is required on the new property.
- The current account balance has to be zero before the transfer can be completed.
- There is a \$40.00 transfer fee that will be added to your first bill at the new residence.
- Water transfer request form.

APPLICANT MUST BE THERE FOR THE WATER TO BE TURNED ON.

SERVICE HOURS ARE BETWEEN 2PM AND 5PM.

APPOINTMENTS ARE NOT PERMITTED.

Security deposits: Unless otherwise excepted under this division, as a condition for receiving city utility services as described in this division, each person or entity establishing an account with the city shall pay in advance a cash security deposit or deliver noncash security acceptable to the city.

Residential service deposits: Cash security deposit for a single-family residential dwelling for water, sewer and sanitation services shall be \$150.00.

Noncash security deposits for a single-family dwelling for water, sewer and sanitation service which may be acceptable by city are:

- A credit reference letter from the customer's most recent water/sewer utility indicating a perfect record of prompt payment without delinquency for the most recent 12 months of customer use. The credit reference letter account and the application for service account name must be the same; or A payment guarantee in writing from a current city utility customer who has a perfect record of prompt payment without delinquency for the past 12 months.
- A single-family residential customer with a previous history of at least 12 consecutive months of prompt payment without delinquency for utility service with the city will be provided utility service without deposit. The applicant for the new account must be the same person in whose name the prior account and payment history were established. Unless otherwise excepted, security deposits shall be required for each residential property in cases where persons or entities own multiple residential properties.

All other deposits: All other deposits for city utility service, for water and sewer service only, exclusive of sanitation service, shall be in the form of cash, an irrevocable letter of credit or a security bond acceptable to the city. Deposits shall not be less than the residential deposit and shall be calculated to equal one-eighth of the estimated average annual billing for the particular type of customer involved or 200 percent of the average monthly billing if an annual average billing is not available.

Delinquent unpaid accounts: No new account for water, sewer or sanitation service shall be established in the name of any person or entity who has a delinquent unpaid account for city utility service. If the unpaid account is paid, the deposit for the new account shall be equal to the largest past total of the prior delinquent account rounded up to the nearest \$5.00, or the standard security deposit amount required for that type of account, whichever is larger.

Deposit refunds: Deposit records will be reviewed on a monthly basis. Any account which has a perfect payment record without delinquency for the most recent 12 consecutive months will be eligible for deposit refund. Deposits to be refunded will be credited to the customer's account. A customer whose deposit has been refunded will be required to submit another deposit if three late fees have been assessed in any 12-month period. The customer will be billed for the required deposit. The deposit, in addition to the utility bill owed, will be due by the disconnect date and nonpayment of the amount owed is cause for disconnection of service. A customer whose deposit has been refunded will be required to provide another deposit if service is disconnected for nonpayment. The new deposit, in addition to all outstanding balances must be paid prior to reconnection of service.

Final bills: All deposits will be applied to final billings. If the account has been paid in full when the customer closes the account and discontinues service, the deposit shall be refunded in full. Should the account not be paid in full, the water department will apply the deposit to the account balance and either refund the surplus deposit or bill for the excess account balance.

No free service: shall be rendered by the waterworks system or the sanitary sewer system to any customer. To the extent the city and its various departments use the services afforded by the waterworks and the sanitary sewer system, payment of the reasonable value thereof shall be made out of funds from sources other than the revenues and income of the waterworks or sanitary sewer system.

Water to be charged for whether used or not: All water that passes through the meter shall be charged for, whether used or not.

All water meters, whether private or belonging to the waterworks system, shall be set by the employees of the city. If the meter fails to register, the customer will be charged at the customer's average monthly consumption.

When water and sewer bill due and payable; late payment charge and delinquencies:

Water and sewer bills (water/sewer/sanitation bills for residential customers) are due and payable by the due date shown on the bill. Such due date shall be at least 15 days following the billing date. If the due date falls on a Saturday, Sunday or city holiday, the bill shall be due and payable by 5:00 p.m. on the next business day. If the amount due by 5:00 p.m. on the due date is not paid, the total amount due after due date shall become due; such total amount due after due date shall be equal to the amount due plus a late charge which shall be the greater of \$5.00 or one percent of the net amount due.

The city will mail a reminder notice if payment is not paid by the due date which will also serve as a notice of possible service disconnection. The customer is subject to service disconnection on the date noted on the reminder notice, which shall be no less than ten days from the due date. **Payment of delinquent bills must be received by the city by the close of business the day before the date provided in the reminder notice or there shall be a delinquent service charge of \$15.00 added to the account.** The city is not responsible for nonreceipt or nondelivery of bills. The city is not required to send or provide additional notices other than the reminder notice in order to disconnect service.

If service has been disconnected by the city for nonpayment or for any authorized disconnection, service may be reconnected subject to the following conditions:

All account balances must be paid in full, including past due and delinquent penalties; and

A reconnect fee of \$25.00 must be paid on accounts to reconnect service during normal working hours at the water customer service office inside City Hall. An account is considered disconnected once a work order has been issued; and

All accounts without an existing deposit must pay a deposit or any additional deposit as required.

No accounts shall be reconnected outside of normal working hours, except under extreme and unusual circumstances, as determined by the city manager on a case by case basis. A cashier's check, money order, debit or credit card payment in the amount of all account balances, including past due, delinquent penalties, deposit, and a fee of \$50.00 must be paid prior to service being reconnected after normal working hours.

Failed Arrangement Fee: Customers requesting an extension of time to pay their utility bill(s) in full on a day or time later than their assigned standard due date, and said customer subsequently fails to satisfactorily pay their outstanding bill at that previously agreed upon time, will be assessed an administrative penalty of \$25.00 per occurrence."

ORDINANCE NO. 2021- 17

AN ORDINANCE AMENDING ARTICLE II OF CHAPTER 90, UTILITIES SECTIONS 90-54 AND 90-55, OF THE MINERAL WELLS CODE OF ORDINANCES BY REVISING WATER RATES AND RATES FOR SEWER SERVICE; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City of Mineral Wells, Texas (the "City") currently assesses rates for water and sewer service provided by the City in Section 90-54 and 90-55 of the Mineral Wells Code of Ordinances; and

WHEREAS, the City Council of the City of Mineral Wells has adopted a budget for the fiscal year beginning October 1, 2021 and ending September 30, 2022 and wishes to revise the rates for water and sewer services in accordance with said budget.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF MINERAL WELLS, TEXAS:

1. That Section 90-54 (1) of the Code of Ordinances of the City of Mineral Wells, Texas be hereby amended to read as follows:

"The following monthly water rates or charges for water furnished by the city shall prevail and shall be charged against and collected from all persons, firms, corporations, both public and private, using city water:

- (1) For all users, including special utility districts, wholesale water supply corporations and the City of Graford, there shall be a minimum monthly bill based upon the size of water meter provided. The minimum monthly bill shall be:

<i>Meter Size (Inches)</i>	<i>Minimum Monthly Bill</i>
$\frac{3}{4}$ or smaller.....	\$ 24.80
1.....	40.62
$1\frac{1}{2}$	79.74
2.....	134.57
3.....	291.30
4.....	510.58
6.....	1,137.46
8.....	2,014.85

All water use each month shall be charged and billed at rates listed in the table below.

The monthly volume charge for single-family residences, duplexes, apartment units, churches, mobile homes or manufactured homes, and private non-profit organizations, but not including public agencies, which residences or buildings are individually metered for water shall be the Residential Rate.

The monthly volume charge for water metered for irrigation purposes shall be the Irrigation Rate.

The monthly volume charge for all other users, including commercial, industrial, governmental (Municipal), Special Utility Districts, wholesale Water Supply Corporations, and the City of Graford shall be the General Service Rate.

<u>Volume Charge per 1,000 Gallons</u>	<u>Residential</u>	<u>Irrigation</u>	<u>General Service</u>
0 - 2,000 Gallons	\$5.24	\$6.94	\$7.08
2,001 – 7,000 Gallons	\$6.03	\$7.97	\$7.08
7,001 – 15,000 Gallons	\$6.94	\$9.17	\$7.08
15,001 – 30,000 Gallons	\$7.97	\$10.54	\$7.08
All Over 30,001 Gallons	\$9.17	\$12.12	\$7.08

3. That Section 90-55 (b), (c), and (f) of the Code of Ordinances of the City of Mineral Wells, Texas be and it is hereby amended to read as follows:

“(b) The monthly sewer charge for single-family residences, duplexes, apartment units, churches, mobile homes or manufactured homes, and private non-profit organizations, but not including public agencies, which residences or buildings are individually metered for water shall be:

Minimum Bill..... \$ 12.92

Volume charge for every 1,000 gallons of water used..... \$ 7.21

Maximum Residential Bill..... \$ 99.44

The volume charge shall be based on the average monthly water usage for that water account as billed in the immediately preceding months of December, January and February. The volume charges shall be adjusted annually in April of each year. In extreme and unusual circumstances, the volume charge may be based on the water usage billed for any three full consecutive months during the most recent twelve months for that water account.

When average monthly usage is not available for the preceding months of December, January and February, the sewer bill shall be based on a predetermined monthly residential average use of 4,800 gallons per month, the charge being \$47.53. After the first three full months of service and at the customer's request, the water account may be billed on the average monthly water usage billed for those three months of service.”

“(c) The monthly sewer charge for all other customers connected to the public sanitary sewer system shall be as follows:

Minimum Bill..... \$ 12.54

Volume charge for every 1,000 gallons of water used..... \$ 6.99

Maximum Bill..... No limit”

“(f) The city shall bill individual customers connected to the public sanitary sewer system who are not customers of the city water system a monthly fee of \$47.53. Mobile home or manufactured home parks connected to the public sanitary sewer system who are not customers of the city water system shall be billed a monthly fee of \$47.53 per unit. If no reasonable manner of measuring a customer's water use exists, the sewage rate to an individual sewer user, where payment is not guaranteed by a private sewage collection entity, shall be \$47.53 per month for single-family residences.”

This ordinance shall be effective from and after its passage, and the rates, fees, and charges set forth herein shall be reflected on all water and sewer bills rendered after November 1, 2021.