



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*

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 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 service 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 guaranty 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."

(1) Base Rate. The Base Rate is the portion of a customer’s monthly bill that does not vary due to changes in service consumption. The City of Mineral Wells monthly Base Rates for water service are as follows:

<i>METER SIZE</i>	<i>Monthly Bill</i>
¾ or smaller.....	\$19.78
1.....	\$32.40
1 ½.....	\$63.60
2.....	\$107.32
3.....	\$232.32
4.....	\$407.23
6.....	\$907.19
8.....	\$1,606.97

(2) Volume Charge. In addition to the Base Rate, customers shall be assessed a Volume Charge at the following rates for water usage during any one (1) billing period

<u>Volume Charge per 1,000 Gallons</u>	<u>Residential</u>	<u>Irrigation</u>	<u>General</u>
0 - 2,000 Gallons	\$4.41	\$5.83	\$5.83
2,001 – 7,000 Gallons	\$5.07	\$6.70	\$5.83
7,001 – 15,000 Gallons	\$5.83	\$7.71	\$5.83
15,001 – 30,000 Gallons	\$6.70	\$8.87	\$5.83
All Over 30,000 Gallons	\$7.71	\$10.20	\$5.83

Drainage Utility

There is a Drainage Utility fee of \$2.50 for all customers inside city limits included on your water bill.

Garbage

Garbage fee is \$13.80 included on your bill.

If you have questions and/or concerns about your garbage, please call 940-328-1176.

Rates for sewer service effective November 01,2019

Residential Accounts

Minimum Bill.... \$11.75

Volume charge for every 1,000 gallons of water used6.55

Maximum bill..... 90.35

The residential sewer 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 12 months for that water account.

FOOD/EMERGENCY FOOD	TELEPHONE	SHELTER	TELEPHONE
First Christian Church	940-325-4277	MW Housing Authority	940-325-3327
Tuesdays&Wednesday (1-3)			
New Haven Helping Hands	940-325-5654	New Haven Family Shelter	940-328-0936
Tue,Thurs & Sat 10-to 3			
		HOPE INC Family Shelter	940-328-0936
First United Methodist Church	940-325-4707		
Mon-Thur mornings		Freedom House women of dv	940-596-7543
Our Lady of Lourdes	940-325-4789	Grace House Pregnancy Assist	817-599-4700
2nd Wed of each month			
		Catholic Charities	817-791-9454
Meals on Wheels	940-325-7919	Salvation Army	940-327-8700
WIC		Counseling	
Outreach Health Services	940-325-0044	Pecan Valley Centers	940-325-9541
Childcare		Pecan Valley Crisis Line	800-772-5987
CCS	800-234-9306		
1st Bap.Ch. 1st Step	940-325-2523	ARM-Addiction Recovery	940-325-7499
Head Start	940-325-7861		
		Prenatal Counseling/Family Planning	
		Cocoon Pregnancy Center	940-325-1212
		Dep. of Family and Pro. Service	940-325-6959
Healthcare Info/Support			
PPGH (indigent)	940-328-6385	Legal Services	
Health and Human Services	940-325-6913	Legal Aid of NW Tx	800-394-9734
Tx Dep of Health	940-325-7844	W.TX Legal Service	817-594-4694
AIDS Resource of Rural Texas	817-596-3022	Family Law Hotline	800-777-3247
Cooks Children Hospital	817-336-7275	Catholic Charities	817-791-9454
Waco VA Medical Center	254-752-6584		
Catholic Charities	817-791-9454	Transportation	
		Salvation Army	940-327-8700
		Public Transit	940-328-1391
Miscellaneous Resources			
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Texas Abuse Hotline	800-252-5400	Mineral Wells PD non-emergency	940-328-7770
Texas Parent to Parent	866-896-6001	MW Senior Center	940-325-6470
Tx Youth Hot Line	800-989-6884	Dunbar Neighbor Council	940-325-1366
National Suicide Prevention	800-273-8255	Center of Life	940-327-8700
Poison Control Center	800-222-1222	Noah's Ark Thrift Store	940-325-4404
Social Security Admin.	800-772-1213	Change	940-859-4509
Better Buiness Bureau	800-621-8566	Tx Dept Of Public Safety	940-325-0227
IESI	940-328-1172		