



# CITY OF GOLIAD

## Service Connection Application

Today's Date: \_\_\_\_\_

Date Service to be connected? \_\_\_\_\_

All city residents and commercial businesses shall be charged for solid waste service as a part of the basic utility service.

Deposit Requirements: \_\_\_\_\_ Residential Accounts \$100.00

\_\_\_\_\_ Commercial Accounts - \$150.00

\_\_\_\_\_ Bulk Water Accounts (from Hydrant Meter) \$500.00

Are you? \_\_\_\_\_ \*\*Renting \_\_\_\_\_ Purchasing/Buying..... \_\_\_\_\_ Owner/Landlord

\*\*If Renting - Landlord's Name: \_\_\_\_\_ Landlord's Phone \_\_\_\_\_

**If Commercial Account:** Name of Business: \_\_\_\_\_  
TAX ID # \_\_\_\_\_ Contact Name & Phone #: \_\_\_\_\_

Applicants Name: \_\_\_\_\_

DL# or Texas ID# with Photo \_\_\_\_\_ Applicant's D.O.B. \_\_\_\_\_

Service Address : \_\_\_\_\_, Goliad TX 77963  Inside City Limits  Outside City Limits

Mail bill(s) to the following Address: \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_ Cell Phone ( ) \_\_\_\_\_

Previous Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_

Spouse's DL# or Texas ID with Photo: \_\_\_\_\_ Spouse's D.O.B. \_\_\_\_\_

Employer: \_\_\_\_\_ Occupation: \_\_\_\_\_ Years Employed: \_\_\_\_\_

Employer's Address: \_\_\_\_\_ Employer's Phone ( ) \_\_\_\_\_

Reference Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

I certify that under the penalties of perjury, the above information is true and correct to the best of my knowledge and that I have read and fully understand all the policies attached hereto

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**Automatic Bank Draft is available, Please inquire if interested.**

**CONFIDENTIALITY FORM**

\_\_\_\_\_  
(Emergency Contact Name)

\_\_\_\_\_  
(Emergency Phone No.)

Yes -- I **do** wish that the personal information in my utility account to  
**Remain confidential.**

No -- I **do not** wish my utility account to be classified as **confidential.**

\_\_\_\_\_  
**Signature**

**Service Agreement.**

The following are the terms of the service agreement between the City of Goliad Water System and

**Customer's Name:** \_\_\_\_\_.

- The City of Goliad Water System will maintain a copy of this agreement as long as the customer and/or premises is connected to the Water System.
- The Customer shall allow his or her property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Goliad Water Department personnel of its' authorized 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 Goliad Water Department's normal business hours.
- The City of Goliad Water Department 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.
- The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his or her premises.
- The Customer shall, at his or her own expense, property install, test, and maintain any backflow prevention device required by the City of Goliad Water Department. Copies of all testing and maintenance records shall be provided to the City of Goliad Water Department at no charge.
- All city residents and commercial businesses shall be charged for solid waste service as a part of the basic utility service.
- The City of Goliad is not responsible for any water consumption caused by a water leak on the customer's side of the meter.

If you, as a Customer of the City of Goliad Water Department, fail to comply with the terms of this service agreement, the City of Goliad Water Department, 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 the responsibility of the Customer and shall be billed to the Customer and shall come under the same requirement for payment as for the water bill as mentioned in the service application and agreement.

Customer's Signature:

\_\_\_\_\_

Customer's Printed Name:

\_\_\_\_\_

Date: \_\_\_\_\_

*City of Goliad*  
*Utility Department Policies & Service Agreement*

- ◆ All customer business will be handled during normal working hours, unless otherwise accepted by City ordinance or this policy statement. Normal working hours for all Water and Sewer Department business is 8:00 a.m. until 5:00 p.m., Monday through Friday, except holidays.
- ◆ A deposit of \$100.00 is due and payable at the time of service application for Residential Accounts.
- ◆ A deposit of \$150.00 is due and payable at the time of service application for Commercial Accounts.
- ◆ All city residents and commercial businesses shall be charged for solid waste service as a part of the basic utility service.
- ◆ Connection of service shall be made within 24 hours of contract date, excluding Saturdays, Sundays and holidays, unless a later date is otherwise requested by customer. Customer will incur minimum bill charges immediately following activation of their account.
- ◆ Customer service personnel will attempt to perform connections as soon as practicable. The customer is not required to be present for connection, but is advised to be on hand or to make certain to check all faucets, valves, pipes, etc. to assure there will be no open outlets when water is cut on. The City **disclaims all responsibility** for damages caused by water delivered by the Utility Department.
- ◆ **No connections will be made after normal business hours.**
- ◆ The City of Goliad is not responsible for any water consumption caused by a water leak on the customer's side of the meter.
- ◆ Water meters are placed on utility easements, which are considered to be City property. Water meters must be kept clean and free from obstructions.
- ◆ Any meter box, which remains inaccessible after 3 attempts will be charged a \$50.00 fee
- ◆ Service will be billed monthly. Bills are due and payable upon receipt.
- ◆ Failure to receive notice of amount due does not excuse payment by due date.
- ◆ Customers wishing to have their bank account drafted for the amount of their utility bill may request information on how to set up a bank draft from the utility personnel at City Hall.
- ◆ For your convenience City Hall has an "after-hour" payment box. This box is located on the east wall of the front porch. Deposit only checks and money orders with your payment. No Cash.
- ◆ If a water bill is unpaid by **5:00 p.m.** on the **12<sup>th</sup>** of the month a **10%** Late fee penalty will be added to your account balance
- ◆ If a water bill is still unpaid by **5:00 p.m.** on the **21<sup>st</sup>** of the month a **\$25.00** Service fee will also be added to your account balance.
- ◆ Water service will be disconnected at **noon (12:00 p.m.)** on the **25<sup>th</sup>** of the month and a **\$35.00** Disconnect fee will be added to your account balance.

- ◆ If water service is disconnected, the past due balance, plus the penalty fee, the \$25.00 service fee and the \$35.00 reconnect fee plus any additional deposits requirements must be paid before water service will be reconnected.
- ◆ A charge of \$35.00 shall be paid for each check returned by your banking institution for any reason and account(s) will be assessed any applicable late fees.
- ◆ If a check is written for multiple accounts, each account will be assessed a \$35.00 return check fee and each account will be assessed any and all applicable late fees.
- ◆ Utility account(s) will also be assessed any applicable late charges, if check is returned by your banking institution for any reason.
- ◆ Unpaid returned checks will be turned over to the Goliad County Attorney's Office for further processing.
- ◆ Deposits are refundable at the time service is discontinued, and will be applied to any outstanding balance.
- ◆ Any sprinkler system or water pipes can not be place on city property or city right of way without **first** obtaining prior approval from the City of Goliad and any and all required permits are obtained.
- ◆ A tampering fee of \$150.00 shall be charged for any City water line, valve, meter, or other devices tampered with. This includes unauthorized persons turning water meter "off" or "on" for customer repairs, self-connecting, or re-connecting before application for service or after disconnection for non-payment.
  - ◆ Authorized personnel include City of Goliad employees or agents.
  - ◆ Unauthorized personnel include customers, plumbers, or other persons not hired by the City.
- ◆ Additionally, the customer will be required to pay for any City property damaged (such as valves, meters, lids, boxes and other devices) in association with tampering activities.
- ◆ Customer is required to install a cut-off valve with valve box and lid in their service line 12" from the water meter of the residence or business. Customer is allowed 10 days from date service begins to install the valve. The valve must be a ball type valve.
- ◆ When a customer requests an emergency cutoff at his premises, an emergency cutoff fee of \$15.00 shall be assessed.
- ◆ All customers have the right under the Texas Utilities Code, Section 182.052 to request that personal information on file with the City be held confidential. Personal information includes individual's address, telephone.
- ◆ Pursuant to Ordinance No. 400-A, adopted January 21, 1999: "If a person falsifies information provided in the application for city utility services, then the city may deny and/or discontinue such service to such person subject to any requirements of notice to the customer if otherwise required by law."

The City of Goliad offers a program called "Third Party Notification". This program allows senior citizens, and medically handicapped customers to complete a form naming a third person to be contacted should they forget to pay their utility bill. In this program, if a customer, who has completed and returned the form, forgets to pay their bill by the 15<sup>th</sup> of the month, a notice goes out to the customer and the third party named on the form.

The person named on the form should then contact the customer and remind them to pay the bill. The City does not assume responsibility for contacting the customer.

The City of Goliad 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 the City of Goliad's service agreement is to notify each customer of the restrictions, which are in place to provide this protection. The City of Goliad Utility Department enforces these restrictions to ensure the public health and welfare. **Each customer must sign this agreement before the City of Goliad will begin service.** In addition, when service to an existing connection has been suspended or terminated, the water system will not be re-establish service unless it has a signed copy of this agreement on file.

Customers who encounter difficulty in paying their utility bill may seek assistance from the Goliad Ministerial Alliance group. Certain criteria must be met before a customer can qualify for this assistance.

**Restrictions.**

- 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.
- No cross-contamination 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.
- No connection, which allows water to be returned to the public drinking water supply, is permitted. If the water meter is not designed to prevent backward flow, a back-flow prevention device must be placed between the meter and the cut-off valve.
- No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
- No solder or flux, which contains more than 0.2% lead, can be used for the installation or repair of plumbing at any connection, which provides water for human use.

**Garbage Collection:**

Garbage collection for the City of Goliad is provided by Absolute Waste on Mondays, Tuesdays, Thursdays, and Fridays depending on your service address. Customers must have their garbage out at the curbside by 7:00 a.m. on their scheduled collection day to be assured of pick-up. Place your trash curbside even if you do not have a trash receptacle. Drivers periodically change routes so collection times may vary so be sure to have your garbage out by 7:00 a.m.

**Recycling Center:**

The City of Goliad has a drop off recycling center located at 612 S. Burke Street. The center is open on Saturdays from 8:00 a.m. to 12 noon. **No paint, tires nor batteries are accepted.** The center is closed for certain holidays and a sign will be posted at the location prior to the holiday.

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changes to the private water distribution facilities. The inspections shall be conducted during the City of Goliad Water Department's normal business hours.

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Customer's Signature:

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Customer's Printed Name:

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Date: \_\_\_\_\_

**CITY OF GOLIAD SERVICE CHARGES (as of October 1, 2010)**

Late Fee	10% of unpaid balance
Service Fee	\$ 25.00
Disconnect Fee	\$ 35.00
Emergency Cutoff	\$ 15.00
Tampering Fee	\$150.00
Meter Box Inaccessible Fee	\$ 50.00
Returned Check Fee	\$ 35.00

The City of Goliad is not responsible for any water consumption caused by a water leak on the customer's side of the meter

All city residents and commercial businesses shall be charged for solid waste service as a part of the basic utility service.

**WATER RATES**

- Inside City Limits	0 - 1,500 gallons	\$ 10.15
	1,501 – 3,500 gallons	\$ 3.00 per thousand
	3,501 – 5,500 gallons	\$ 3.25 per thousand
	5,501 – 12,000 gallons	\$ 3.75 per thousand
	12,001 – 15,000 gallons	\$ 4.25 per thousand
	15,000 gallons and over	\$ 5.00 per thousand
- Outside City Limits	0 - 1,500 gallons	\$15.23
	1,501 – 3,500 gallons	\$ 4.50 per thousand
	3,501 – 5,500 gallons	\$ 4.88 per thousand
	5,501 – 12,000 gallons	\$ 5.63 per thousand
	12,001 – 15,000 gallons	\$ 6.38 per thousand
	15,001 gallons and over	\$ 7.50 per thousand
-Bulk Water	\$22.00 per thousand gallons	

**SEWER RATES**

Customers shall be charged according to the number of gallons of water used each month. Only Residential Accounts will not be charged sewer on water usage greater than 8,000gallons per month.

- Inside City Limits	0 - 1,000 gallons	\$ 9.65
	1,001 – 4,000 gallons	\$ 2.15 per thousand
	4,001 gallons and over	\$ 2.25 per thousand
-Outside City Limits	0 - 1,000 gallons	\$ 14.48
	1,001 – 4,000 gallons	\$ 3.22 per thousand
	4,001 gallons and over	\$ 3.38 per thousand

**GARBAGE RATES**

**Garbage Rates** - ask for specific rate for type of service requested.

<b><u>Minimum Residential Utility Bill</u></b>	
<b>(1,500 gallons) Inside City Limits</b>	
Water	\$ 10.15
Sewer	\$ 9.65



Garbage	\$ 16.65
Sales Tax on garbage	\$ 1.37
Water Well Assessment	\$ 2.50
<b>Approx. Total</b>	<b>\$ 40.32</b>