

CITY OF SHEPHERD
16 N. LIBERTY / SHEPHERD TEXAS 77371
936-628-3305 FAX: 936-628-6491

NOTICE TO WATER CUSTOMERS

FOR URGENT UTILITY MATTERS OUTSIDE OF BUSINESS HOURS, PLEASE CONTACT: 281-659-4174

WATER RATES FOR RESIDENTIAL AND COMMERCIAL CUSTOMERS WILL BE INCREASED BY \$3.50 TO THE BASE RATE TO BE EFFECTIVE NOVEMBER 1, 2023. APPROVED BY COUNCIL ON SEPTEMBER 11, 2023.

RESIDENTIAL INSIDE CITY LIMITS:

1ST 2,000 GALLONS \$31.90/MINIMUM \$3.37/PER 1,000

RESIDENTIAL OUTSIDE CITY LIMITS:

1ST 2,000 GALLONS \$38.03/MINIMUM \$3.54/PER 1,000

RESIDENTIAL/COMMERCIAL INSIDE CITY LIMITS BY SIZE OF METER AS OF OCTOBER 1, 2008:

1ST 2,000 GALLONS	\$31.90/MINIMUM	\$3.37/PER 1,000	5/8"
1ST 2,000 GALLONS	\$31.90/MINIMUM	\$3.37/PER 1,000	1"
1ST 2,000 GALLONS	\$33.43/MINIMUM	\$3.37/PER 1,000	1 1/2"
1ST 2,000 GALLONS	\$36.50/MINIMUM	\$3.37/PER 1,000	2"
1ST 2,000 GALLONS	\$39.57/MINIMUM	\$3.37/PER 1,000	3"
1ST 2,000 GALLONS	\$42.92/MINIMUM	\$3.37/PER 1,000	4"

SEWER RATES ARE TO BE CALCULATED AS FOLLOWS: THE SEWER RATES ARE BASED ON WATER USAGE EACH MONTH. EFFECTIVE OCTOBER 1, 2008, AS APPROVED AUGUST 11, 2008

SEWER RATES INSIDE CITY LIMITS:

1ST 2,000 GALLONS \$ 19.97 / MINIMUM RATE
PER THOUSAND \$ 3.54

SEWER RATES OUTSIDE CITY LIMITS:

1ST 2,000 GALLONS \$26.11 / MINIMUM RATE
PER THOUSAND \$ 3.54

MULTIPLE UNITS ON ONE METER:

FOR APARTMENT COMPLEXES AND OTHER MULTIFAMILY USER, THE SEWER RATES ARE BASED ON WATER USAGE. SEC 20-68 (3) – (6) OF THE CODE OF ORDINANCE OF THE CITY OF SHEPHERD BE EFFECTIVE OCTOBER 1, 2006.

SEWER ONLY ACCOUNTS WHERE THE CITY DOES NOT PROVIDE WATER SERVICE AND THEREFORE CANNOT DETERMINE THE ACTUAL USAGE, THE MONTHLY FLAT SERVICE FEE SHALL BE \$27.61 PER MONTH. Effective October 1, 2008, APPROVED AUGUST 11, 2008. SEWER BILLS SHALL BE BASED ACCORDINGLY AS STATED IN THE CITY RESIDENTIAL, COMMERCIAL, AND INDUSTRIAL WATER AND SEWER POLICY, SECTION 5, CALCULATION OF SEWER RATES, EFFECTIVE 10-1-06, AS AMENDED ON SEPTEMBER 11, 2006.

TAP FEE- WATER: \$750.00 SEWER: \$700.00

STREET CUT-\$200-\$500

ROAD BORE FEE \$300.00 EACH

METERS OVER 1 INCH REQUIRES THE ADDITIONAL COST OF THE METER

ALL CUSTOMERS REQUESTING NEW SERVICE MUST HAVE A SHUT OFF VALVE ON THE CUSTOMER'S SIDE OF THE METER BEFORE THE WATER SERVICE CAN BE TURNED ON. THE VALVE NEEDS TO BE APPROXIMATELY 12 INCHES FROM THE METER ON THE CUSTOMER'S SIDE.

REPLACEMENT CHARGE FOR A CITY VALVE OR LOCK THAT HAS BEEN DAMAGED DUE TO CUSTOMER TURNING ON OR OFF WILL BE \$40.00

CUSTOMERS WILL BE REQUIRED TO PAY THE REPLACEMENT COST OF ANY METER OR ENDPOINT THAT IS DAMAGED. IF THE CITY SUSPECT INTENTIONAL DAMAGES, IT WILL BE FORWARDED TO THE SHEPHERD POLICE DEPARTMENT TO INVESTIGATE. THESE CHARGES MAY BE ADDED TO YOUR UTILITY BILL IF PAYMENTS ARE REQUIRED.

METER: \$250.00
END POINT: \$200.00

ALL RESIDENTIAL APPLICANTS WILL BE REQUIRED TO PLACE A DEPOSIT OF ONE HUNDRED DOLLARS (\$100.00) AND A TWENTY DOLLAR (\$20.00) CONNECT FEE FOR THE PURPOSE OF PROVIDING SERVICE TO A REQUESTED LOCATION. EFFECTIVE OCTOBER 1, 2001. APPROVED BY COUNCIL MARCH 12, 2001.

ALL COMMERCIAL APPLICANTS AS OF OCTOBER 1, 2001, WILL BE REQUIRED TO PLACE A DEPOSIT BY THE SIZE OF THE METER WITH A TWENTY DOLLAR (\$20.00) CONNECT FEE FOR THE PURPOSE OF PROVIDING SERVICE TO A REQUESTED LOCATION. DEPOSIT BY SIZE OF METER AS FOLLOWS:

¾ BY 5/8" METER	\$150.00	2" METER	\$800.00
1" METER	\$250.00	3" METER	\$1600.00
1 ½" METER	\$500.00	4" METER	\$2500.00

CURRENT ACCOUNTS WITH NO DEPOSIT OR BELOW CURRENT DEPOSIT RATE, THAT HAVE BECOME PAST DUE ON (2) OCCASIONS WITHIN A 12 MONTH PERIOD, WILL BE REQUIRED TO MAKE A DEPOSIT UP TO THE CURRENT RATE. THE CUSTOMER WILL BE GIVEN FIFTEEN (15) DAYS WRITTEN NOTICE OF DEPOSIT REQUIREMENT. FAILURE TO MAKE SUCH DEPOSIT AFTER NOTICE WILL BE DISCONNECTED. EFFECTIVE 10-1-01. THE COUNCIL APPROVED 6-11-01.

WHEN A CUSTOMER REQUESTS THAT WATER SERVICE BE DISCONNECTED, THE HUNDRED DOLLAR (\$100.00) DEPOSIT WILL BE APPLIED TO THE FINAL BILL AND ANY REMAINING PORTION WILL BE REFUNDED TO THE CUSTOMER. IF A CUSTOMER PAYS THE ENTIRE FINAL BILL, THE FULL DEPOSIT WILL BE REFUNDED TO THE CUSTOMER.

WATER BILLS ARE MAILED ON THE 1ST OF EACH MONTH AND PAYMENT IS DUE BY THE 15TH OF THAT MONTH. IF PAYMENT IS NOT RECEIVED ON THE 15TH, A PENALTY OF 10% IS ADDED TO THE AMOUNT DUE.

THERE WILL BE A \$20.00 RE-READ FEE TO GO OUT AND RE-READ THE METER IF THE READING IS IN-LINE AND CORRECT. IF THE READING IS NOT CORRECT, THE CUSTOMER WILL NOT BE CHARGED. THE CUSTOMER WILL BE ASKED TO READ THEIR OWN METER PRIOR TO THE RE-READ. WE ENCOURAGE OUR CUSTOMERS TO USE THE "EYE ON WATER" APP.

IF FULL PAYMENT IS NOT RECEIVED BY THE 25TH OF THE MONTH, WATER SERVICE WILL BE DISCONNECTED THE NEXT BUSINESS DAY. THE RECONNECT FEE TO RESTORE SERVICES IS \$60.00

THE WATER DISCONNECTION SHALL BE THE FIRST WORKING DAY AFTER THE 25TH OF THE MONTH IN WHICH A BILL IS MAILED. IF PAYMENT IS NOT RECEIVED BY 9AM THAT DATE, A WORK ORDER WILL BE ISSUED TO THE MAINTENANCE DEPARTMENT FOR DISCONNECTION OF SERVICE. ONCE A WORK ORDER IS GIVEN TO MAINTENANCE DEPARTMENT PERSONNEL, THE WATER SERVICE WILL BE CONSIDERED DISCONNECTED AND THE CUSTOMER MUST PAY THE RECONNECTION FEE AND PAST DUE AMOUNT BEFORE SERVICE IS RESTORED. ENFORCEMENT OF THIS POLICY WILL BE ACTED UPON ACCORDINGLY WITH SECTION 16.5 AND SECTION 18.0.

RECONNECT FEES FOR NOPAYMENT OF BILL IS AS FOLLOWS: RECONNECT FEE\$60.00
APPROVED BY COUNCIL 9-9-14 EFFECTIVE 10-1-14

NO PERSONAL CHECKS WILL BE ACCEPTED TO RECONNECT AN ACCOUNT TURNED OFF FOR NON-PAY.

NO CITY POLICY WILL BE OVERRULED BY A PHONE CALL TO THE MAYOR OR A COUNCILMAN.

PAYMENTS CAN BE ACCEPTED WITH DEBIT OR CREDITCARD EITHER IN THE OFFICE OR ONLINE AT THE CITY WEBSITE (www.shepherdtx.org). THERE IS \$3.00 SERVICE FEE PER \$100.00

RETURN CHECK FEE - \$ 30.00

EACH METER IS READ AROUND THE 20TH OF EACH MONTH.

IF THERE IS A PROBLEM WITH YOUR WATER BILL, NOTIFY THE WATER DEPARTMENT IMMEDIATELY.

A CUSTOMER MAY REQUEST EXTENSION BEFORE THE 25TH OF THE MONTH. EXTENSIONS WILL NOT BE GRANTED THEREAFTER. IF AN EXTENSION IS GRANTED, THE CUSTOMER MUST PAY THE FULL AMOUNT BY THE EXTEND DATE OR SERVICE WILL BE DISCONNECTED. A CUSTOMER MAY NOT REQUEST ADDITIONAL TIME AFTER AN EXTENSION IS GRANTED. A CUSTOMER IS ONLY ALLOWED THREE (3) EXTENSIONS DURING A 12 MONTH PERIOD. EXTENSIONS WILL BE GRANTED AT THE DISCRETION OF THE WATER DEPARTMENT PERSONNEL.

EMPLOYEES ARE NOT ALLOWED TO CONDUCT CITY BUSINESS OUTSIDE NORMAL OFFICE HOURS EXCEPT IN AN EMERGENCY AND UPON APPROVAL OF THE MAYOR.

NO CITY POLICY WILL BE OVERRULED BY A PHONE CALL TO THE MAYOR OR A COUNCILMAN.

CULVERT INSTALLATION: \$700.00 minimum. The cost of materials could increase the cost. The Customer can use a private contractor as long as the City Specifications are followed. The Public Works Supervisor will inspect the ditch before to determine specifications and an inspection will be required at the end of the process to verify. (August 12, 2019)

CULVERT PERMIT: \$50.00 (IF THE CUSTOMER IS PROVIDING MATERIALS AND DOING THE LABOR)

12" CULVERT: \$700.00

15" CULVERT: \$750.00

18" CULVERT: \$850.00

OVER 18" IS AT THE DISCRETION OF THE PUBLIC WORKS DEPARTMENT.

A Customer wishing to have a meter replaced when the city has determined the meter is non-defective must pay replacement cost of the meter and endpoint and a \$100.00 fee. (January 13, 2020)

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POLICY FOR UTILITY BILL ADJUSTMENTS DUE TO A WATER LEAK

To be eligible for an adjustment, the customer:

1. Must have a shut off valve installed on customer's side of the meter
2. Must provide receipt from plumber appropriately dated, or receipts for repair part or other evidence of leak.
 - Adjustments on water only accounts will be 35% of the water usage.
 - Adjustments on sewer due to water leak that **does not go through the sewer**. All sewer fees will be waived and only the charge for a minimum sewer charge.
 - Each case is subject to verification by the Plumbing Inspector.
 - Customer will be allowed one adjustment every two years.
 - Adjustments will only be considered if brought to our attention prior to the next billing cycle. (by the 15th of that billing cycle)
 - Adjustments will be made to the sewer charge for filling of swimming pools. Written notice must be given to the City Hall Water Department within 10 days of filling the pool. Customers must provide information concerning the number of gallons the swimming pool uses.
 - Each case may be reviewed and approved/ declined by the Mayor.

ALL INQUIRES SHOULD BE DIRECTED TO CITY HALL PERSONNEL

Approved by City Council October 9, 2007

Council Amended policy September 14, 2015

Amended September 25, 2017 by Ordinance 305-2017 to become effective November 1, 2017

*Amended September 9, 2019 by Ordinance 316-2019 to become effective November 1, 2019

Amended September 11, 2023 by Ordinance #351 to become effective November 1, 2023