

# Elmendorf Water System

P.O. Box 247 • Elmendorf, TX 78112

Office: (210) 635-8210

Fax: (210) 635-8221



## Instructions

The Water Service Application must be completed by the name(s) of the people listed on the warranty deed or lease to the property. This application will not be accepted unless accompanied by the required fees; warranty deed or lease for the property; and a valid driver's license or state I.D. for the applicant.

### The following must be provided by the Applicant:

<input type="checkbox"/>	Property Owners: Must provide a copy of the recorded deed, Bill of Sale, or Deed of Trust to establish water service.
<input type="checkbox"/>	Lessee: Valid lease agreement must include the page indicating names, address, and telephone numbers of lessor / lessee and length of lease, page showing <u>lessee responsible for water/wastewater service</u> , and signed pages of both lessor and lessee. Handwritten lease agreements must be notarized.
<input type="checkbox"/>	A copy of the service applicant's valid state driver's license or state I.D.
<input type="checkbox"/>	When required for new construction, the original copy of the Customer Service Inspection completed by a licensed CSI inspector.

### Required Fees & Charges

<input type="checkbox"/>	New Installation Fee	Less than 1" Meter	\$1,500.00
<input type="checkbox"/>	New Installation Fee	1" Meter	\$1800.00
<input type="checkbox"/>	New Installation Fee	2" Meter	\$1925.00
<input type="checkbox"/>	Utility Fee		\$100.00
<input type="checkbox"/>	Customer Service Inspection Fee (all new construction or construction additions)		\$75.00

### Contact

Phn: (210) 635-8210

Fax: (210) 635-8221

Email: [WaterDepartment@Elmendorf-TX.com](mailto:WaterDepartment@Elmendorf-TX.com)

*This institution is an equal Opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found on line at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442, or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).*

*This institution is an equal opportunity provider.*



# City of Elmendorf Water System

P.O. BOX 247  
8304 FM 327  
Elmendorf, TX 78112

## Water Service Application

### Applicant Information

Property Owner

Tenant

Business

Applicant  
Name: \_\_\_\_\_

Customer or Company Name

DOB: \_\_\_\_\_  
Place of  
Employment: \_\_\_\_\_

SSN or TAX ID: \_\_\_\_\_  
Place of Employment  
Address: \_\_\_\_\_

Co-Applicant  
or Spouse: \_\_\_\_\_

First Name

Last Name

M.I.

Co-Applicant  
DOB: \_\_\_\_\_  
Place of  
Employment: \_\_\_\_\_

Co-Applicant SSN: \_\_\_\_\_  
Place of Employment  
Address: \_\_\_\_\_

Service  
Address: \_\_\_\_\_

Street Address

Apartment/Unit #

Mailing  
Address: \_\_\_\_\_

Street Address

Apartment/Unit #

City

State

ZIP Code

Phone: \_\_\_\_\_

Would you like to receive text messages  
regarding your account on this phone line?  
 YES  NO

Secondary Phone: \_\_\_\_\_

Would you like to receive text messages  
regarding your account on this phone line?  
 YES  NO

Email: \_\_\_\_\_

Secondary Email: \_\_\_\_\_

Emergency  
Contact: \_\_\_\_\_

Emergency Contact  
Phone Number: \_\_\_\_\_

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race/national origin of individual applicants on the basis of visual observation or surname.

<b>Ethnicity:</b>	Hispanic or Latino <input type="checkbox"/>	Not of Hispanic or Latino Origin <input type="checkbox"/>	<b>Gender:</b>	MALE <input type="checkbox"/>	FEMALE <input type="checkbox"/>
<b>Race:</b>	White <input type="checkbox"/>	Black or African American <input type="checkbox"/>	American Indian/ Alaskan Native <input type="checkbox"/>	Asian <input type="checkbox"/>	Native Hawaiian or Other Pacific Islander <input type="checkbox"/>

The City of Elmendorf agrees to deliver water to the Customer and the Customer agrees to purchase and receive water from City in accordance with the rules and regulations of the City as included in its approved Tariff on file with the City and the Texas Commission Environmental Quality (TCEQ). All water will be measured by meters which are furnished, installed, owned, and maintained by the City. The meter and connection is for the sole use of the customer to serve one dwelling, business, or property. The Customer shall not share, resell, or sub-meter water to any other dwelling, business, or property in accordance with the provisions of the Tariff.

**Meter Location Information**

Type of Service:	Single-Family Residence <input type="checkbox"/>	Multi-Family Residence <input type="checkbox"/>	Agricultural <input type="checkbox"/>	Business <input type="checkbox"/>	
Requested Meter Size:	5/8" <input type="checkbox"/>	3/4" <input type="checkbox"/>	1 1/2" <input type="checkbox"/>	Hydrant <input type="checkbox"/>	
Is there an existing home in place?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Will you be moving in a new manufactured home?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Will you be adding on to this home (e.g. fence, room addition, etc.)?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Do you own any pets?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Is there a pool, irrigation system, or water well at this location?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Is there a detached home or garage you would like to connect service to?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
If you are <b>outside city limits</b> , you have the option of declining garbage services provided by Tiger Sanitation. Garbage and recyclables are picked up every Friday. Do you wish to receive garbage services outside city limits for the fee of <b>\$37.59 per month</b> ?				YES <input type="checkbox"/>	NO <input type="checkbox"/>
Are you sixty (60) years of age or older OR do you receive disability benefits?				YES <input type="checkbox"/>	NO <input type="checkbox"/>

\_\_\_\_\_  
Signature\_\_\_\_\_  
Co-Owner Signature**Homewood Place Residents Only:****ACKNOWLEDGEMENT**

The San Antonio River Authority (SARA) developed and now operates the public sanitary sewer system for your property. The City of Elmendorf provides the billing and collection services on behalf of SARA so that the sanitary sewerage and water service charges are conveniently presented together on the same monthly bill to joint customer of the separate utility system.

Customers who have established a "Wintertime Monthly Average", the sewer rates are determined by using three consecutive consumptions usage during the winter averaging period (December, January, and February). The consumption history of gallons of water used during the months of the winter averaging period is applied to determine an average amount used. The average amount is multiplied by the variable rate. Then the operation and maintenance rate is added. This rate is in effect beginning July 1<sup>st</sup> and stays in effect until the following July where the new winter averaging is applied.

**Average x Variable Rate / 100 gallons + Fixed Rate + Regulatory Fees**

Customers who do not have a winter record of water usage will be billed a system average.

\_\_\_\_\_  
Signature\_\_\_\_\_  
Date**Office Use Only**

Receive Date:	Permits / Requirements	Building Permit <input type="checkbox"/>	Pet License <input type="checkbox"/>	New Install <input type="checkbox"/>	Service ID #:	
DL #:		Home Transport <input type="checkbox"/>	Backflow <input type="checkbox"/>	CSI <input type="checkbox"/>	Route #:	
DOB:	Location	Pool <input type="checkbox"/>	Bare Lot <input type="checkbox"/>	Multi-Dwell <input type="checkbox"/>	Sequence #:	
Waste Method: Sewer <input type="checkbox"/> Septic <input type="checkbox"/>	Current	Well <input type="checkbox"/>	Irrigation <input type="checkbox"/>	Multi-Conn <input type="checkbox"/>	Jurisdiction:	ICL <input type="checkbox"/> OCL <input type="checkbox"/>
SARA Billing Cycle: Dec 20____ Feb 20____	Description:	Flood Zone <input type="checkbox"/>	Road Bore Necessary <input type="checkbox"/>		Connection Date:	
	Received By:				Read:	
	Inspected By:				Toter Deliver Date:	

## Service Agreement

**This document is prepared in accordance with the provisions of the Rules and Regulations for Public Water System 30  
TAC Subchapter D 290.47(b) RG-195 – Revised June 2012**

- I. **PURPOSE.** The City of Elmendorf, “the City”, is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner’s side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the City will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **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 reduced pressure-zone backflow prevention device.
  - C. Only meters furnished, owned and installed by the City shall meter all water. The meter connection is for the sole use of the Customer and is to provide service to only one (1) dwelling or one (1) business. Extension of pipe(s) to transfer utility service from one property, to another, to share, resell, or sub-meter water to any other persons, dwellings, businesses, or property, etc., is prohibited, and Customers in violation of these provisions are subject to action under the appropriate provisions of the tariff.
  - D. No connection which allows water to be returned to the public drinking water supply is permitted.
  - E. 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.
  - F. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City and the Customer.
  - 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 their 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 the Water System’s normal business hours.
  - C. The Water System shall notify the Customer in writing of any cross-connection or other potential contamination hazards which has been identified during the initial inspection or the periodic reinspection.
  - 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 their 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.
  - F. Billing for reserved water service begins upon installation of the meter service. A monthly minimum will be billed regardless of the amount of monthly water usage. The service availability charge for residential metered water service is \$60.56 inside city limits, and \$8.24 outside city limits; with the allowance of 3,000 gallons on a 5/8” meter.
  - G. An Insufficient Funds fee of forty (\$40.00) dollars will be charged for non-negotiable instruments accepted for account payment to the City of Elmendorf. In addition, the City shall accept as payment for any services only cash, money order or cashier’s checks for a period of ninety (90) days after the account has been brought to a current, up-to-date, status. All insufficient instruments must be paid in full within three (3) business days. Failure to do so will result in the temporary interruption of service and administrative reset fees shall apply in addition to all other charges due once the service is locked.
  - H. The City shall charge a service trip fee of ten (\$10.00) dollars for any requested service call by the Customer or resident for the purpose of meter reading verification and/or meter reading other than the regular monthly meter reading or temporarily disconnecting the service at the request of the owner or resident. This fee will not be charged if the service trip is in response to a report by the customer of damage to the City’s property or that of another customer. Service trip fees will not be charged when the City performs a verification re-read when the reading appears questionable or when requested by the customer and the City made a mistake of 1,000 gallons or more in reading the meter initially.
  - I. Any person receiving service to a property that is not the owner (renter, lessee, tenant, etc.) will be subject to a duplicate billing fee in the amount of one (\$1.00) dollar per month for each individual meter billing.

This fee will cover the cost of preparing and mailing a duplicate monthly bill and any subsequent past due notice to the owner.

- J. An administration reset fee of fifty (\$50.00) dollars will be applied to any account locked for delinquency or terminated for cause as stated herein. This fee must be paid before any service is restored.
  - K. If the City's facilities or equipment have been damaged as a result of tampering, by-passing, installing unauthorized taps, reconnecting water service following locking of the meter for account delinquency, a minimum material and administrative fee of thirty (\$30.00) dollars shall be charged in addition to any other material costs necessary to repair any damage.
  - L. There shall be a five (\$5.00) dollar monthly administrative fee for customers requesting a deferred payment for as long as there is a remaining balance.
- IV. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either 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 billed to the Customer.
- V. DELINQUENCY:** If the Customer fails to pay their balance in full, the delinquent account may be forwarded to a third party collection agency thirty (30) days from termination of service. There will be a thirty (30%) percent collection fee added to the Customer's balance and the account shall be reported to all three (3) credit bureaus.

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

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Date*

## FREQUENTLY ASKED QUESTIONS

### ➤ **HOW DO I MAKE PAYMENTS?**

AT ANY TIME, YOU MAY PAY IN CASH, CHECK, OR MONEY ORDER FORM. WE ALSO ACCEPT VISA, MASTERCARD, AND DISCOVER. PAYMENTS ARE ACCEPTED AT ELMENDORF CITY HALL MONDAY THROUGH FRIDAY, 8:00 AM – 4:30 PM, EXCLUDING LEGAL HOLIDAYS. ONLY CHECKS AND MONEY ORDERS WILL BE ACCEPTED IN THE OVERNIGHT DROP BOX. IF YOU HAVE MISPLACED YOUR BILL, PLEASE INDICATE THE ACCOUNT NUMBER, ADDRESS, OR THE NAME OF THE CUSTOMER ON YOUR CHECK OR MONEY ORDER.

### ➤ **HOW CAN I AVOID PAYING PENALTY CHARGES?**

EACH MONTH YOU PAY YOUR “NEW BALANCE” IN FULL BY THE 15<sup>TH</sup> OF THE MONTH BEFORE THE END OF THE BUSINESS DAY, YOU WILL AVOID THE 10% LATE FEE. CUSTOMERS ENROLLED IN THE SENIOR/DISABILITY BILLING PROGRAM WILL BE GRANTED A TEN (10) DAY GRACE PERIOD AND MUST PAY THEIR “NEW BALANCE” IN FULL BY THE 25<sup>TH</sup> OF THE MONTH BEFORE THE END OF THE BUSINESS DAY.

### ➤ **ARE THERE ADDITIONAL FEES ASSOCIATED WITH MY ACCOUNT?**

IF YOU ARE A TENANT OF A LEASED PROPERTY, A DUPLICATE BILL FEE OF ONE (\$1.00) DOLLAR WILL BE CHARGED EACH MONTH OF SERVICE TO PROVIDE A COPY OF YOUR BILL TO YOUR LANDLORD.

A WATER ACQUISITION FEE OF ONE (\$1.00) WILL BE CHARGED EACH MONTH OF SERVICE TO EVERY WATER CUSTOMER.

ALSO, A RETURNED CHECK FEE OF FORTY (\$40.00) DOLLARS WILL BE CHARGED FOR NON-NEGOTIABLE PAYMENTS. A NOTICE WILL BE SENT BY MAIL TO THE CUSTOMER WHICH DEMANDS PAYMENT IN FULL WITHIN THREE (3) BUSINESS DAYS. ONLY CASH, MONEY ORDER, OR CASHIER’S CHECKS WILL BE ACCEPTED BY THE CITY FOR THE PERIOD OF NINETY (90) DAYS THEREAFTER.

### ➤ **HOW DO I CLOSE MY ACCOUNT?**

WHETHER YOU WANT TO TEMPORARILY OR PERMANENTLY TERMINATE SERVICES, YOU MUST SUBMIT THE PROPER TERMINATION FORM TO THE CITY.

### ➤ **WHO PROVIDES MY GARBAGE SERVICES?**

TIGER SANITATION IS CONTRACTED BY THE CITY OF ELMENDORF FOR THE REMOVAL OF GARBAGE AND RECYCLING. THE REGULAR PICK-UP SCHEDULE TAKES PLACE ON FRIDAYS. ON THE WEEK OF THANKSGIVING, CHRISTMAS, AND NEW YEAR’S YOUR TRASH PICK-UP DAY WILL BE SERVICED ON SATURDAYS.

### ➤ **WHO PROVIDES MY ELECTRICITY SERVICES?**

CPS ENERGY PROVIDES RESIDENTIAL ELECTRICITY & GAS SERVICE AND LIGHTS OUR CITY’S STREETLAMPS. FOR BILLING OR SERVICE ISSUES, PLEASE CALL 210-353-2222. TO REPORT AN EMERGENCY, PLEASE CALL 210-353-HELP (4357).

### ➤ **YOUR RIGHTS IF YOU ARE DISSATISFIED WITH YOUR METER READING**

YOU MUST NOTIFY THE CITY AFTER YOU HAVE VERIFIED THE INACCURACY BY READING YOUR OWN METER. THE SERVICE TRIP FEE OF TEN (\$10.00) DOLLARS WILL NOT BE CHARGED WHEN A METER WAS MISREAD BY 1,000 GALLONS OR MORE.

### ➤ **OUR OFFICE WILL BE CLOSED IN THE OBSERVANCE OF THE FOLLOWING HOLIDAYS:**

NEW YEAR’S DAY	JANUARY 1 <sup>ST</sup>
MARTIN LUTHER KING JR. DAY	THIRD MONDAY OF JANUARY
PRESIDENT’S DAY	THIRD MONDAY OF FEBRUARY
GOOD FRIDAY	
MEMORIAL DAY	LAST MONDAY OF MAY
INDEPENDENCE DAY	JULY 4 <sup>TH</sup>
LABOR DAY	FIRST MONDAY OF SEPTEMBER
COLUMBUS DAY	SECOND MONDAY OF OCTOBER
VETERAN’S DAY	NOVEMBER 11 <sup>TH</sup>
THANKSGIVING DAY	LAST WEDNESDAY OF NOVEMBER
DAY AFTER THANKSGIVING	LAST THURSDAY OF NOVEMBER
CHRISTMAS EVE @ NOON	DECEMBER 24 <sup>TH</sup>
CHRISTMAS DAY	DECEMBER 25 <sup>TH</sup>
NEW YEAR’S EVE @ NOON	DECEMBER 31 <sup>ST</sup>