

**CITY OF GRAND SALINE
132 E. FRANK ST.
GRAND SALINE TX 75140-1824**

DEPOSIT RECEIPT

DATE: _____

CUSTOMER
NAME:

DRIVER'S
LICENSE#

SERVICE
ADDRESS:

PHONE:

DEPOSIT AMOUNT:

EMAIL:

EMPLOYED BY:

PREVIOUS ADDRESS:

CUSTOMER'S
SIGNATURE:

NOT TRANSFERABLE KEEP THIS RECEIPT

CITY OF GRAND SALINE
132 E FRANK ST
GRAND SALINE TX 75140-1824

UTILITY INFORMATION

REQUEST FOR CONFIDENTIALITY OF PERSONAL INFORMATION

I request any personal information held by this Utility Department which is necessary for my water/sewer/garbage/ambulance membership utility account be held as confidential and not released except as required under State Law.

Date: _____

Account name: _____

Account address: _____

Phone number: _____

Requester's signature: _____

YOU HAVE MY PERMISSION TO RELEASE MY
NAME, ADDRESS AND PHONE NUMBER TO THE
FOLLOWING: (Please check those applicable)

911
 EMS
 Fire department

Employee's initials: _____

***Note: Confidential information includes name, address, telephone number and social security number. The customer may rescind a request for confidentiality by providing the Utility Department written permission to disclose personal information.

SERVICE AGREEMENT

I. **PURPOSE.** THE CITY OF GRAND SALINE IS RESPONSIBLE FOR PROTECTING THE DRINKING WATER SUPPLY FROM CONTAMINATION OR POLLUTION WHICH COULD RESULT FROM IMPROPER PLUMBING PRACTICES. THE PURPOSE OF THIS SERVICE AGREEMENT IS TO NOTIFY EACH CUSTOMER OF THE PLUMBING RESTRICTIONS, WHICH ARE IN PLACE TO PROVIDE THIS PROTECTION. THE UTILITY ENFORCES THESE RESTRICTIONS TO ENSURE THE PUBLIC HEALTH AND WELFARE. EACH CUSTOMER MUST SIGN THIS AGREEMENT BEFORE THE CITY OF GRAND SALINE WILL BEGIN SERVICE. IN ADDITION, WHEN SERVICE TO AN EXISTING CONNECTION HAS BEEN SUSPENDED OR TERMINATED, THE WATER SYSTEM WILL NOT RE-ESTABLISH SERVICE UNLESS IT HAS A SIGNED COPY OF THIS AGREEMENT.

II. **PLUMBING RESTRICTIONS.** THE FOLLOWING UNACCEPTABLE PLUMBING 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 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. NO CONNECTION, WHICH ALLOWS WATER TO BE RETURNED TO THE PUBLIC DRINKING WATER SUPPLY, IS PERMITTED.

D. 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.

E. 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.

III. **SERVICE AGREEMENT.** THE FOLLOWING ARE THE TERMS OF THE SERVICE AGREEMENT BETWEEN THE CITY OF GRAND SALINE (THE WATER SYSTEM) 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 HIS PROPERTY TO BE INSPECTED FOR POSSIBLE CROSS-CONNECTIONS AND OTHER UNACCEPTABLE PLUMBING PRACTICES. 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 UNACCEPTABLE PLUMBING PRACTICES EXISTS; OR AFTER ANY MAJOR CHANGES TO THE PRIVATE PLUMBING 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 UNACCEPTABLE PLUMBING PRACTICE, WHICH HAS BEEN IDENTIFIED DURING THE INITIAL INSPECTION OR THE PERIODIC REINSPECTION.

D. THE CUSTOMER SHALL IMMEDIATELY CORRECT ANY UNACCEPTABLE PLUMBING PRACTICE ON HIS PREMISES.

E. THE CUSTOMER SHALL, AT HIS 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.

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.

CUSTOMER SIGNATURE: _____

CUSTOMER ADDRESS: _____

DATE: _____

CITY OF GRAND SALINE

GUIDELINES FOR TRASH PICK UP

1. Trash pick-up is Monday for Spring Street and residences east of Spring Street and properties in the Patterson Street area, Tuesday for residences west of Spring Street and along Highway 80.
2. New Year's Day, Thanksgiving Day, and Christmas Day are the holidays for Piney Woods and trash pick-up will be completed on the day after.
3. Containers must be placed at the **EDGE OF STREET BY 7 AM.**
4. All bags must be placed in a blue Piney Woods Sanitation polycart along with one other unmarked trash can if needed.
5. Bagged and tied garbage only; no loose trash in cans.
6. The bags shall be no more than thirty (30) gallons and weigh no more than fifty (50) pounds.
7. Boxes, tree trimmings, newspapers/magazines securely tied together forming an easily handled package not exceeding 3 and a half feet in length or fifty pounds (5) in weight, with a limit of two bundles per week.
8. Bulky items can be picked up by arrangement by calling City Hall at 903-962-9788, ext 2201.

UTILITY SERVICES FOR GRAND SALINE, TEXAS

Water/sewer/garbage - City of Grand Saline #1-903-962-3122

Piney Woods Sanitation - 936-876-5640

Electrical - Southwestern Electric & Power 1-888-218-3919

Gas - Centerpointe Energy 1-800-259-5544

Cable TV (Optimum) - 1-877-694-9474

Phone - Frontier 1-800-921-8101



CITY OF GRAND SALINE

132 East Frank Street ★ Grand Saline, TX 75140 ★ Phone: (903) 962-3122 ★ Fax: (903) 962-3363

PET LICENSING/REGISTRATION FORM

Ordinance 2017-107 Ordinance 2022-127 Ordinance 2023-103

This is just a partial list of the information in the City of Grand Saline's Ordinances.

License: A license/registration is required for each dog and/or cat, up to four (4)

Vaccinate: Rabies vaccinations are required for dogs and cats

Leash: Dogs must be on a leash and under your control at all times unless inside your home or within a completely fenced yard.

Clean-up: Pet Waste must be cleaned from walks and property not belonging to owner.

Be Responsible: Pets cannot unreasonably disturb the peace and cannot be left unattended in a motor vehicle in a way that endangers their safety.

FINES FOR VIOLATIONS CAN BE UP TO \$2,000.00

Licensed pets are easier to identify and return to their owner.

Licenses are faster to track than rabies tags and other forms of identification.

Licenses are proof of ownership.

LICENSE/REGISTRATION FEE \$10.00

OWNER INFORMATION

Name: _____ Phone: _____

Address: _____

DESCRIPTION OF ANIMAL

Breed: _____ Name: _____ Age: _____ Sex: _____

Spayed/Neutered: _____ Description: _____

Current Vaccinations: _____

Sec. 13.03.003 Solid waste collection rates and charges

Solid waste collection rates and charges are as set forth in the fee schedule in appendix A of this code. (Ordinance adopting 2017 Code)

Sec. 13.03.004 Billing; delinquency

- (a) Utility bills are mailed the 28th day of each month.
- (b) From the 1st through the 10th of the month: No penalty.
- (c) From the 11th through the 20th of the month: A 10% penalty will be assessed.
- (d) After 4:30 p.m. on the 20th of each month, an administrative fee as set forth in the fee schedule in appendix A of this code will be assessed and utilities will be disconnected for nonpayment.

(e) If the customer does not receive a utility bill by at least the 3rd day of the month, it is the customer's responsibility to come by or call City Hall at (903)962-3122 to get the balance on their account. The account holder is responsible for notifying the city of any address change.

(Ordinance 2005-129, sec. 1, adopted 10/11/05; Ordinance 2008-111, sec. 1, adopted 9/9/08; Ordinance 2015-111, sec. 1, adopted 10/13/15; Ordinance adopted 12/8/15; Ordinance adopting 2017 Code)

Sec. 13.03.005 Deposit rates and requirements

(a) Service deposit rates are as provided in the fee schedule in appendix A of this code.

(1) Upon request for utility services, single-family property owners must show a copy of their deed, or other satisfactory proof of ownership, to qualify for the single-family property owner deposit rate. If proof of ownership cannot be provided in order to qualify for the single-family property owner rate, the customer will be required to pay the single-family renter rate. If the customer can later provide proof of ownership, a credit for the difference between the two rates will be applied to the account's next billing cycle and thus begin the first month for the account to be considered a single-family property owner account. In no event will the city issue a check for refunds on utility deposits for active accounts.

(2) The commercial deposit is as set forth in the fee schedule in appendix A of this code. If ownership is transferred, and the commercial business is operated as the same or similar type of business, then the new deposit will be the greater of the amount listed in the fee schedule in appendix A of this code or two and one-half (2-1/2) times the amount of the estimated utility bill. An average of the past six months will be taken to determine the estimated utility bill.

(b) A valid Texas driver's license is required.

(c) No partial payment is accepted for deposit and no one can guarantee another person's deposit.

(d) A deposit is issued in only one name. Application must be made in person and the applicant must be 18 years of age or older. Identification will be required to show proof of age.

(e) Account balances will follow transfer of service, and, if not paid, service will be disconnected.

(f) Deposits are transferable from one address to another. If a name change is requested from one person to another, both parties must be present. Duplicate receipts are not issued.

(g) Deposit receipts should be kept in a safe place to be presented at the time of disconnect for final bill or homeowner refund.

(h) All accounts are to be held in the name of head of household. If the city discovers that an account has been opened in the name of a child, a spouse, or anyone living in that house other than the head of household, then utilities will be disconnected.

(i) If the account holder is deceased then the deposit may be transferred to the spouse. If there is no spouse, then a new deposit must be made.

(Ordinance 2005-129, sec. 2, adopted 10/11/05; Ordinance 2008-111, sec. 2, adopted 9/9/08; Ordinance adopting 2017 Code)

Sec. 13.03.006 Payment by check; insufficient fund checks

(a) Two party checks are not accepted for payment of utility bills.

(b) Checks are presented for payment only one time.

(c) If an insufficient check is presented for payment, an administrative fee as set forth in the fee schedule in appendix A of this code plus current processing fee will be applied. Notice of presentation of insufficient funds will be mailed by certified/return receipt to the current address on file with the water department.

(d) Once a customer presents an insufficient check for payment of utility services, the city will no longer accept checks from that customer.

(Ordinance 2005-129, sec. 3, adopted 10/11/05; Ordinance 2008-111, sec. 3, adopted 9/9/08; Ordinance 2015-111, sec. 3, adopted 10/13/15; Ordinance adopting 2017 Code)

Sec. 13.03.007 Connection and disconnection

~~(a) Connects and disconnects will only be performed between the hours of 8:00 a.m. to 11:30 a.m. and 12:30 p.m. to 4:30 p.m., Monday through Friday, during regular office hours. The customer must come to city hall in person to request connect and/or disconnect.~~

(b) If anyone living in the service address, whether the service is in that person's name or not, has an outstanding utility bill, that utility bill must be paid or payment arrangements made before new service is connected.

(c) Connects for utility service on manufactured homes will only be made when the manufactured home is tied/anchored down.

- (d) If transferring from one location to another within our service area, any current bill must be paid in full before a new connect will be made.
- (e) The city will not turn on utility services unless someone is at home and/or all faucets are turned off.

(Ordinance 2005-129, sec. 4, adopted 10/11/05; Ordinance 2008-111, sec. 4, adopted 9/9/08)

Sec. 13.03.008 Disconnection for nonpayment

- (a) All utility bills are to be paid in full by 4:30 p.m. on the 20th of the month. If the 20th is on a Saturday, Sunday or a holiday, an additional day will be given. Utilities will be disconnected for accounts not paid in full by 4:30 p.m. on the 20th of the month.
- (b) After 4:30 p.m. on the 20th of the month, the customer will be disconnected for nonpayment and an administrative fee as set forth in the fee schedule in appendix A of this code will be applied to the account. The account must be paid in full before the reconnect will be made.
- (c) When city servicemen have disconnected utility services, reconnection will not be made after hours. After hours is considered to be Monday through Friday after 4:00 p.m. or on Saturday or Sunday. Servicemen may not accept utility payments.
- (d) Due to unavoidable circumstances a seven (7) day extension may be requested prior to the 20th of each month by coming to City Hall and signing a written request for extension. If an extension is granted, the administrative fee is not waived and will still be applied to the customer's utility bill. An extension does nothing more than insure the customer that the city will not disconnect utility services until the 28th of the month. No more than two extensions will be given per calendar year.
- (e) All utility payments are to be made at City Hall. Servicemen are not allowed to accept utility payments.

(Ordinance 2005-129, sec. 5, adopted 10/11/05; Ordinance 2008-111, sec. 5, adopted 9/9/08; Ordinance 2015-111, sec. 5, adopted 10/13/15; Ordinance adopting 2017 Code)

Sec. 13.03.009 Refund of deposit; final bill

- (a) The city shall refund deposits to customers if one of the following events occurs:
 - (1) The customer requests disconnection of utility service. If disconnection is requested, the city shall apply the deposit to the customer's final bill.
 - (2) For single-family property owner accounts which have eighteen (18) consecutive months of excellent payment history, no late payments, no disconnects for nonpayment or no tampering with services, the deposit made when the utility service was established shall be automatically applied to the account's next billing cycle. No utility deposit for single-family property owner accounts will be considered for

refund unless the customer requests disconnection or achieves eighteen (18) consecutive months of excellent payment history. No other utility service deposits are eligible for refund unless the customer requests disconnection. In no event will the city issue a check for refunds on utility deposits for active accounts.

(b) The only person who can authorize disconnect of utility services is the customer who has the account in their name. It is the responsibility of the customer to make sure the utilities have been disconnected as requested.

(c) For deposit refunds, checks are issued only in the utility customer's name.

(d) The final billing statement is mailed at the end of the month. If a refund is due, a check will be mailed by the 15th of the following month.

(e) A current mailing address is required to send the final bill and/or refund check.

(Ordinance 2005-129, sec. 6, adopted 10/11/05; Ordinance 2008-111, sec. 6, adopted 9/9/08)

Sec. 13.03.010 Tap fees, line extensions and meter enlargements

(a) Water tap fees. See the fee schedule in appendix A of this code.

(b) Sewer service connection charges. See the fee schedule in appendix A of this code.

(c) Line extensions. Line extensions for water and wastewater will be paid for by the customer.

(d) Meter enlargements. The customer pays the difference.

(Ordinance 2005-129, sec. 7, adopted 10/11/05; Ordinance 2008-111, sec. 7, adopted 9/9/08; Ordinance adopting 2017 Code)

Sec. 13.03.011 Landlord liability

(a) Landlords responsible for utility bills. Every property owner shall be responsible for any utility charges or fees left unpaid by any tenant of the premises served by the water or sewer utility. However, when an occupant is delinquent more than ninety (90) days, the owner shall not be liable for sums due for more than ninety (90) days of service. Further, where the landlord or property owner fails to pay the utility charges, the city may refuse to provide any water service to the property with the delinquent charge even in the name of a subsequent tenant of the property. A lien will be filed for all unpaid bills.

(b) Delinquent accounts. When a tenant is delinquent in payment for thirty (30) days, the city shall make a good faith effort to notify the owner of the premises receiving such service of the delinquency and the amount thereof. Any notice of termination of service shall be sent to both the occupant and owner of the premises receiving such service. When an occupant is delinquent more than ninety (90) days, the owner shall not be liable for sums due for more than ninety (90) days of service.

(c) Owners and renters. Any owner having complied with the requirements of this section, renting or leasing property designated to receive service to other parties according to the terms of this section, is responsible for all charges due the city. The membership for rental or leased