

**City of Henrietta**  
**PO Box 409**  
**Henrietta, Tx 76365**  
**(940) 538-4316**

**Date of Application** \_\_\_\_\_  
**Service/Start Date** \_\_\_\_\_  
**New Service Address** \_\_\_\_\_

**APPLICATION FOR SERVICE**  
(Must be filled out completely for service)

Name \_\_\_\_\_ Phone# \_\_\_\_\_ Work# \_\_\_\_\_  
Current Address \_\_\_\_\_ Email \_\_\_\_\_  
Mailing Address (if different from service address) \_\_\_\_\_  
Driver's License# \_\_\_\_\_ SSN# \_\_\_\_\_  
Place of Employment & phone# \_\_\_\_\_

Name, address & phone# of nearest relative not living with you. \_\_\_\_\_

List the names of all household members who will be living at the new service address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you or anyone living with you ever had a water account with the City of Henrietta? **Y or N.**  
If yes, list the name & address of where the prior water services were held: \_\_\_\_\_

Do you own the property? **Y or N** - If you **do not** own the property, we must have  
**\*\*Either lease agreement or letter from the landlord\*\***

Landlord/Owner of property \_\_\_\_\_ Owners phone# \_\_\_\_\_

**DISCLOSURE: (PLEASE READ & SIGN BELOW)**

I AUTHORIZE THE CITY OF HENRIETTA TO TURN ON WATER AT THE ABOVE LOCATION. IT IS MY RESPONSIBILITY TO ENSURE ALL LEAKS HAVE BEEN DETECTED AND HYDRANTS AND FAUCETS ARE TURNED OFF.

\*\*\*\*\*X \_\_\_\_\_(INITIAL HERE)\*\*\*\*\*

## PAYMENT POLICY & FEES

**Security Deposit:** \$150 - \$250 (prior credit history).

**Late Penalty:** 20% applied after the 10<sup>th</sup> of each month.

**Billing Cycle:** Billing will be produced from turn on date until the 10<sup>th</sup> of each month (or date of read) You will be charged the minimum base rate for the first 2000 gallons of water, no matter the # of days. Over 2001 gallons, will be charged on a tier.

**Disconnect Fee:** \$25.00 (applied after the 20<sup>th</sup> of each month-due @ time of disconnect).

**Reconnect Fee:** \$25.00 (applied to your next billing cycle).

\*\*These services will be performed only during normal business hours\*\*

**Transfer Service:** \$25.00 (applied to your next billing cycle).

**Tampering Fee** \$150.00 (1<sup>st</sup> offense); \$250 (2<sup>nd</sup> offense)

**Credit/Debit Card Convenience Fee** (per transaction) - \$3.00

**ACCOUNT HOLDER UNDERSTANDS THE ABOVE POLOCIES & FEES.**

**X** \_\_\_\_\_

Customer Signature

\*\*\*\*\*

**FAILURE TO RECEIVE A BILL** does not relieve the customer of obligation for payment, or the consequences of non-payment. If you have not received a bill by the 1<sup>st</sup> of each month, please contact City Hall at (940) 538-4316.

**RETURNED CHECKS** (NSF, closed accounts, etc.) Upon notice of a returned check, service will be disconnected immediately without notice to the customer. Customer will be charged a \$40 service charge and a \$50 disconnect/reconnect fee, which will be due prior to service being restored. The customer will then be required to make payment with cash or money order for all future payments.

**ACCOUNT HOLDER WILL BE RESPONSIBLE FOR CHARGES INCURRED.**

Customer Signature: X \_\_\_\_\_

City Clerk: \_\_\_\_\_





# WASTE CONNECTIONS

## BULKY WASTE COLLECTION SERVICES

Bulky Waste Service is available **WEEKLY** to Henrietta residents. If you are a Henrietta resident, **YOUR BULKY WASTE WILL BE COLLECTED CURBSIDE EVERY MONDAY.**

Bulky Waste Service should be used to dispose of items that will not fit in your residential cart. To schedule this service please call Waste Connections any work day Monday through Friday **at (877) 592-5030. The cutoff time to schedule a collection will be 4:30 PM every Friday.**

Small items such as old toys, clothes, etc. must be boxed or bagged. All bulky items to be collected should be placed where you place your roll-out carts for service.

**NO BULKY WASTE WILL BE COLLECTED IN ALLEYS.**

All bulky waste must be placed for collection **curbside** in front of your house.

### **Examples of ACCEPTABLE BULKY ITEMS:**

1. Old furniture such as chairs, tables, couches, recliners, lamps; white goods such as space heaters, air conditioners, clothes washers, clothes dryers, dishwashers, stoves, stereos, televisions.
2. **GRASS TRIMMINGS**, leaves and debris **BAGGED IN 30-GALLON BAGS OR SMALLER.**
3. **TREE LIMBS** which must be **BUNDLED IN LENGTHS 48 INCHES OR LESS AND NOT HEAVIER THAN 50 LBS.**
4. Boxes and other packaging.

The volume to be collected per customer will be limited to a total of three (3) cubic yards. Items placed on the curb should not exceed 100 lbs per item as a safety precaution for our collection personnel.

**3 cubic yards = 4.5 ft wide X 4.5 ft long X 4 ft high.**

### **Examples of UNACCEPTABLE BULKY ITEMS:**

1. Anything that contains gaseous refrigerants such as refrigerators, freezers, A/C units that contain Freon or other gaseous refrigerants unless the unit has been tagged by a licensed professional certifying the Freon has been evacuated. The Tag must bear the name of licensed professional who removed the Freon and his state license number.
2. Batteries
3. Liquid waste
4. Regulated medical wastes
5. Asbestos waste
6. Radioactive waste.

When you call for bulky item service, you must provide your name, phone number, your physical address of your residence, an accurate description of what is to be collected and where it will be located on your property.

**Please call 877-592-5030 to schedule your collection.**



**SERVICE AGREEMENT FOR THE CITY OF HENRIETTA, TEXAS**

**1. PURPOSE.** The City of Henrietta 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 this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The City enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Henrietta 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.

**2. RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations. a. No direct connection between the public drinking 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 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 .25% 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.

**3. SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Henrietta and \_\_\_\_\_ residing at \_\_\_\_\_. a. The Water System will maintain a copy of this agreement as long as the Customer and/or premises are connected to the Water System. b. The Customer shall allow his 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 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-connections or other potential contamination hazards on the premises. d. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on their 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.

**4. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System 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 billed to the Customer.

\_\_\_\_\_  
Customer’s Signature

\_\_\_\_\_  
Date