

CITY OF DANBURY UTILITY SERVICE APPLICATION

Please complete the following. PRINT NEATLY. We require a copy of your driver's license or state issued I.D. prior to providing services. HOUSE NUMBERS ON HOME MUST BE VISIBLE FROM THE STREET.

Requested Date for Service to Begin	Service Address	
Mailing Address (where to send the bill)	City	Zip Code
Primary Phone	2 nd Phone	Other Phone
Do You Rent or Own this property? (Circle One)	Rent	Own
Landlords name, address and phone number.		

Personal Information

Last Name	First Name	Middle /Maiden Name
DL # & State (Required)	Date of Birth	
Email address		
Employer		Employer Phone
Spouse/Other Adult Last Name (Required)	First Name	Middle/Maiden Name
DL# & State (Required)	Date of Birth	
Employer		Employer Phone
Previous Address (Street address)	City	State & Zip

For Emergency purposes only-please give us the name of two Emergency Contacts:

Name of Nearest Relative (outside household)	Address/City State	Phone Number/s
Name of Nearest Relative (outside household)	Address/City/State	Phone Number/s

Have you or your spouse ever had previous service with the City of Danbury

YES NO	Name or Names on Account & Address
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Voluntary Donations- OPTIONAL-(will not be billed unless circled)

Please bill me monthly for the following Volunteer Services: VFD=Fire Dept. LIB=Friends of the Danbury Library PARK=Skrabanek Park	CIRCLE TO BE BILLED						
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">VFD</td> <td style="width: 33%; text-align: center;">LIB</td> <td style="width: 33%; text-align: center;">PARK</td> </tr> <tr> <td style="text-align: center;">4.00</td> <td style="text-align: center;">2.00</td> <td style="text-align: center;">2.00</td> </tr> </table>	VFD	LIB	PARK	4.00	2.00	2.00
VFD	LIB	PARK					
4.00	2.00	2.00					

Recycling

Do you want to recycle?	Number of Bins issued	Recycle bins are the property of Waste Management Services.
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OFFICE USE ONLY

Received By _____	Date Rcv'd _____	Meter Read _____	Read Date _____	By _____
Deposit Date _____	Amount \$ _____	Receipt # _____	Ck # _____	
Connection Fee				
Charged _____	VFD _____	LIB _____	PARK _____	CONFIDENTIAL _____
	TRRA _____	CTV _____		
Acct # _____	Meter # _____	Read Seq. _____	Elec. ID _____	

There is a \$25.00 (twenty-five dollar) fee charged for initial connection of services due at time application is made. This is billed even if the water is not off from the previous owner or tenant.

Garbage Service is billed on your water bill. Garbage pick-up is Tuesday's and Friday's. Trash should be placed curbside by 7:00 a.m. Recycling pick-up is every other Tuesday. Contact City Hall for a bin and the recycling schedule. Brush and Limb pick-up is second Wednesday of the month. Bush and limbs must be out by 7:00 a.m. I acknowledge by my signature below that I have received a copy of the "Garbage Service Guidelines. Additional copies are available upon request.

Disaster Recovery Fund. \$1.00 of the base rate charged for water utility service each month is dedicated to the Disaster Recovery Fund. This fund is dedicated to be used only for recovery from natural or manmade disasters, including but not limited to the costs of cleanup, repairs, and replacements of facilities and infrastructure, and other necessary recovery measures. This fund has no cap and was established by City Ordinance 19-05.

Utility bills are mailed on or about the 5th (fifth) day of each month and are due in full on or before the 19th (nineteenth) of each month. If you have not received your bill by the 10th (tenth) day of the month it is your responsibility to contact the Utility Department. **We are not responsible for lost or misdirected mail.**

Utility bills that are 10 (ten) days in arrears will be disconnected for non-payment. 2nd Notices are mailed on or around the 22nd day of the month. Utility services shall not be reconnected or resumed until the City has received full payment of all amounts owed in any way concerning utility services to those premises. A \$25.00 (twenty-five dollar) reconnection fee will be added. After disconnection of utility services because of non-payment only cash or money orders will be accepted for payment to restore service. City Hall hours are Monday-Thursday 8:00 a.m. to Noon and 1:00 p.m. to 5:00 p.m. The utility field personnel cannot accept payment for reconnection. **There are NO after hours or weekend/holiday reconnection for accounts that have been interrupted for non-payment.**

Night Drop Box. This box is located in the wall to the left of the front door of City Hall and is for your convenience. Please check the slot to be sure your payment has dropped all the way to the bottom of the slot. Please do not put cash payments in the drop box. The City is not responsible for payments deposited in the night drop box.

Policy on Returned Checks. A \$30.00 returned check fee will be charged for any check returned marked unpaid for any reason. The privilege of paying city bills by personal check will be suspended for a period of six (6) months to an individual who has had two personal checks returned to the city marked unpaid for any reason within a twelve (12) month period. If an individual has check writing privileges re-instated and has a third (3rd) check returned to the city marked as unpaid within 12 (twelve) months of the date of re-instatement then check writing privileges will be suspended indefinitely.

Discontinuing Service. It is the responsibility of the account owners to notify the utility department in writing when utility service is to be discontinued to the premises. Any refund of the utility deposit will be mailed to the mailing address as listed on this application unless the Customer provides a signed written statement of the address to which to send the refund. The refund check will be issued to the name listed first on this application. Service that is discontinued will final with the next billing cycle. (Example: You have your water turned off on May 10th because you are moving, you will receive your final bill or refund in June after the billing cycle has closed out).

I, the undersigned, do hereby apply for utility services provided by the City of Danbury. I understand that my deposit will be held until the service has been discontinued and then will be applied to the outstanding balance. A forwarding address will be required to issue a refund if any is due. I hereby understand that I will be legally liable for all debts incurred by receiving the services of the City of Danbury. I understand that the costs of the services are a legal debt. I also understand that the City of Danbury is a member of the Texas Revenue Recovery Association (TRRA) operating under the authority of the Inter-local Cooperation Act (Chapter 791, Government Code). I also understand that should I or any other adult residing at my address have a delinquent account with the City of Danbury or any past municipal utility provider, the City of Danbury has the authority to discontinue services until the utility bill from the previous account provider and the assessed collection fee of \$25.00 is paid in full. I agree that the information on the previous page is correct and I have been given a copy of this application and the terms of service and regulations.

Printed Name

Signature

Today's Date

TO CUSTOMER:

NOTICE OF CONFIDENTIALITY OF CERTAIN UTILITY RECORDS, IF REQUESTED

Information in your City of Danbury Utilities Department customer account record is generally considered public information under Texas Government Code, Chapter 552 (Public Information Act).

However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information in a customer's account record or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage, if the customer requests that the government-operated utility keep the information confidential.

Despite such a request, a government-operated utility may disclose information related to the customer's volume or units of utility usage or amounts billed to or collected from the individual for utility usage if the primary source of water for such utility is a sole-source designated aquifer.

A request for confidentiality under Texas Utilities Code, Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

The City of Danbury Utility Department or an officer or employee thereof is immune from civil liability for a violation of these provisions in Texas Utilities Code, subchapter 182B.

FROM CUSTOMER:

REQUEST FOR CONFIDENTIALITY OF CERTAIN UTILITY RECORDS MAINTAINED BY THE CITY OF DANBURY UTILITY DEPARTMENT

This form enables you to request confidentiality of certain information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your information, please fill in, sign and return this form to the City of Danbury Utility Department, 6102 Fifth Street, P.O. Box 258, Danbury, Texas 77534.

I request that the city of Danbury Utility Department keep confidential the following information under Texas Utilities Code, Chapter 182: personal information (address, telephone number, and social security number) in my account record maintained by the City of Danbury Utility Department and any information relating to the volume or units of utility usage or the amounts billed to or collected from me for utility usage.

Customer Name: _____ Service Address: _____

Customer Signature: _____ Date: _____

TELEPHONE NOTIFICATION SYSTEM

The City of Danbury has a telephone notification system that is used to communicate messages to our citizens. This system is used to send vital information in the event of an emergency or to send public service messages. The system allows a customer to list up to 10 phone numbers (including cell phone numbers) and 4 email addresses to receive these messages. Cell phones can also receive Text Messages.

Messages are assigned as either:

Priority Message -- Priority messages are sent to every phone number and email address a customer has listed. An example is: "Trash Service will be delayed" or "the Streets will be closed" or "we have been called to Evacuate for a Storm." A message that is sent as a *Priority* message will usually begin: "This is an important message" Or "This is an emergency message."

Outreach Message- Outreach messages are sent to the "first" number you have listed. We call this your *primary* phone. This is the number you should list to receive ALL calls. The system allows for you to have 2 (two) primary phones if you choose. An example of the calls sent as Outreach messages are: "The Boy and Girl Scouts are having a food drive," "the VFW is having a Fundraiser," "the Library is having "Summer Reading," etc. A message sent as an *Outreach* message will begin: "This is a courtesy message"

To Be Added to the Telephone Notification System Please fill Out the Following and sign at the bottom. Please print neatly and for email addresses, please write carefully so that any characters, dots, underscores, dashes, upper or lower case can be plainly interpreted. **YOU MUST LIST AT LEAST 1 (ONE) PHONE NUMBER TO RECEIVE VOICE CALLS TO BE ABLE TO RECEIVE THE NOTIFICATIONS.**

First Name: _____ Last Name: _____

Street Address: _____ City: _____ Zip: _____

Please PRINT NEATLY!

Area Code	Phone No.	Primary Phone (Usually have 2)	Secondary Phone	Email Address	Email Address
		X			
Email Address			Email Address		

Signature _____

Date _____

**UTILITY DEPARTMENT
WATER APPLICATION**

ACKNOWLEDGEMENT OF ORDINANCE 22-17

Water service will be disconnected for non-payment 10 days after the due date. To restore water service, all fees owed and a \$25.00 re-connection fee must be paid. No checks will be accepted for re-connection. Only cash or money order will be accepted for reconnection of service.

I have been given a copy of this Notice.

Customer Signature

Date

Printed Name

Service Address

