

WELCOME TO THE CITY OF SANGER

502 ELM STREET
SANGER, TEXAS 76266
940-458-7930

Utilitybilling@sangertexas.org

OFFICE HOURS: 7:30 A.M. to 5:30 P.M. MONDAY THRU THURSDAY
8:00 A.M. TO 11:30 A.M. FRIDAY

EMERGENCY CITY OF SANGER ELECTRIC

AFTER HOURS NUMBER 940-391-9694

EMERGENCY WATER

AFTER HOURS NUMBER 940-453-9973

CENTURYLINK PHONE COMPANY 1-800-788-3500

SUDDENLINK CABLE COMPANY 1-877-624-5385

ATMOS GAS COMPANY 1-800-460-3030

COSERV ELECTRIC 1-800-274-4014

BOLIVAR WATER 940-458-3931

BILL PAYMENT OPTIONS:

IN PERSON: CITY HALL
502 ELM ST
DRIVE-THRU DURING OFFICE HOURS

BY MAIL: CITY OF SANGER
P.O. BOX 1729
SANGER, TX 76266

NIGHT DEPOSIT: LOCATED AT THE BACK OF CITY HALL
[NO CASH PLEASE]

ONLINE AT: WWW.SANGERTEXAS.ORG

Bank Draft: Request form and attach a void check.

GENERAL INFORMATION

Residential Service Deposits: A \$100 deposit for water connection is required. A \$200 deposit for electric service is required but may be waived when the customer provides a Letter of Credit for the past 12 consecutive months with Sanger or another electric utility service with no late payments, penalties, or disconnects.

Commercial Service Deposits: A \$100 deposit for water is required with a smaller than 2" water meter. Water meters 2" or greater require a \$200 deposit for water. A \$200 deposit for single phase electric service, \$500 for three phase electric service. Occupancy permit required prior to any utility connection.

Special Service Fees:

- A service fee of \$30 for each utility (water/electric) will be charged for all connections.
- A service fee of \$35.00 will be applied to all returned checks.
- Additional charges are assessed for after-hours connections.

Notice of Moving required: Anyone moving out of a facility where electric, water, wastewater, or solid waste service is provided must notify the City of Sanger utility customer service of such a move 24 hours in advance to ensure proper billing. You may come in person or fax a request with a copy of your government issued picture identification to 940-458-4180. Request must include a forwarding address and the date you would like your service disconnected.

NOTICE TO ALL COMMERCIAL CUSTOMERS EFFECTIVE NOVEMBER 2012

REQUESTS FOR WATER, ELECTRIC AND/OR GAS SERVICES MUST APPLY FOR AND OBTAIN APPROVAL FOR A "CERTIFICATE OF OCCUPANCY" THROUGH THE CITY BUILDING INSPECTION DEPARTMENT LOCATED AT:
201 BOLIVAR
SANGER, TX

The Certificate of Occupancy must be obtained prior to utility connection.

UTILITY RATES

Residential Electric

Facility Charge	\$10.00/month
Energy Charge KWH	\$0.1175 per
ERCOT Fee	\$4.00/month

Commercial Electric

Facility Charge	\$16.00/month
Energy Charge	\$0.12 per KWH
ERCOT Fee	\$4.00/month

Security Light Rates

150W H.P.S.	\$15.00/month
400W H.P.S. Directional flood light	\$35.00/month
1,000 W Metal Halide Directional flood light	\$70.00/month

Residential Water

Usage 0-1,000/gal	\$21.74/month
Usage 1,001-4,999/gal	\$21.74/plus \$3.86 per thousand gallons

Usage 5,000-14,999 \$21.74/plus \$4.25
per thousand gallons

Usage 15,000-29,999 \$21.74/plus \$5.30
per thousand gallons

Usage 30,000+ gallons \$21.74/plus \$7.68
per thousand gallons

Residential Wastewater

Usage 0-1,000	\$27.50/month
Usage 1001-9,999	\$27.50/plus \$3.90 per thousand gallons
Usage 10,000+	\$27.50/plus \$4.34 per thousand gallons
Not to exceed Sixty Five dollars (\$65.00) per month	

Commercial Wastewater

Rates based on meter size

Commercial Water

Usage 0-1,000/gal	\$28.32/month
Usage 1,001-4,999	\$28.32/plus \$4.49 per thousand gallons
Usage 5,000-14,999	\$28.32/plus \$4.86 per thousand gallons
Usage 15,000-29,999	\$28.32/plus \$5.50 per thousand gallons
Usage 30,000+	\$28.32/plus \$6.79 per thousand gallons

SOLID WASTE

Solid Waste is provided by Progressive Solid Waste Management 1-800-909-9061

Residential

Twice Weekly pick-up \$14.96 per month

Pick up is either Monday/Thursday or Tuesday/Friday

Pick up of Large Household Items is on the 2nd pick up of the week (Thurs/Fri)

Solid Waste Handling Requirements:

- Trash must be bagged and to the curb by 7:00 a.m.
- No paint, oils, solvents, tires, sludge, hazardous waste, batteries, gasoline, or fuels
- Appliances, including refrigerators with Freon removed by a certified technician and tagged, will be picked up on the 2nd pick up of the week.
- Construction debris, remodeling and excessive material will be disposed at a price agreed upon by the contractor and/or individual and Progressive.
- Small amounts of wood and carpet must be tied in 3' lengths and no more than 40 lbs.

Recycling: Newspaper and paper drop-off collection containers are located in the SISD Administration parking lot at Elm and 5th Streets, and at Clear Creek Intermediate School at 1901 I-35 Service Road.

Yard Debris: Tree limbs are chipped by the Parks Department, call 458-2059 for service.

Commercial

Complete Attached Solid Waste Application

Commercial Hand Collect: \$29.70 2X per week (Includes 96 gallon cart)

Commercial Enclosures: \$10.60 per month per container

COMMERCIAL RATE SCHEDULE

CONTAINER

PICKUPS PER WEEK

SIZE	1	2	3	EXTRA PICKUPS
3 CUBIC YARDS	\$67.81	\$115.08		\$30.81
4 CUBIC YARDS	\$84.22	\$143.49		\$36.15
6 CUBIC YARDS	\$115.24	\$227.15	\$320.15	\$39.94
8 CUBIC YARDS	\$143.86	\$258.93	\$400.81	\$70.19

**Roll Off Dumpsters (For Temp Use Only) Can Be Ordered
Call Progressive Toll Free 1-800-909-9061 or 1-682-429-7089**

NOTE: THE CITY OF SANGER ASSUMES NO RESPONSIBILITY FOR WEAR AND TEAR ON STREETS, DRIVE-WAYS, OR PARKING AREAS.



REGISTER YOUR PETS AND KEEP THEM SAFE

PROVIDE IDENTIFICATION - Animal control is concerned about the animals being picked up. Often times they have no identification tag, no collar or no microchip. We encourage you to provide identification for your animal and keep it current.

VACCINATE YOUR PET – City of Sanger Municipal Article 2.200 requires all animals capable of transmitting rabies must be vaccinated at four months of age and annually thereafter. Get your pets vaccinated at any Sanger area veterinarian clinic or other licensed provider.

MAXIMUM NUMBER OF PETS - City of Sanger Municipal Article 2.800 limits the number of pets to no more than 3 and one litter of puppies or kittens.

REGISTER YOUR PET – It is important to register your pets with the City Of Sanger. It's the law. City of Sanger Municipal Article 2.500 requires all dogs and cats four months or older to be registered with the City of Sanger. It also helps us locate your lost dog or cat. The person who finds your dog or cat can simply call our office with your registration number (on your pet's tag).

You must show proof of current rabies vaccination. Registration is good for one year and must be renewed annually. Registration is \$5.00 per animal.

For more information please call Sanger Police Department – 940-458-7444.





CODE RED

Code Red is a reverse 911 system that allows the City to provide you with vital emergency, and non-emergency information affecting your residence. Information includes notification of utility outages, major street closures, or other emergency messages. Notification is by telephone, text and/or email. Your personal information is kept confidential and never sold or shared with others. Messages are infrequent and are only sent to the areas affected so you will not be bothered by frequent messages that do not affect you.

If you would like to sign up for this valuable service free of charge, please visit our website at www.sangertexas.org, and click on the Code Red link.

Examples include: **Evacuation notices, bio-terrorism alerts, boil water notices, utility repairs, and missing child reports.**

Information that will be required:

Name, Address, Home Telephone or Cell Phone Number, Cell Provider, and Email Address.

If you have any questions, please contact the City of Sanger at 940-458-7930.



UTILITY SERVICE APPLICATION AND AGREEMENT

AGREEMENT made this ____ day of _____, 20__, between the City of Sanger and applicant(s) listed below.

Service Address

Date to Start Service

(Mailing address if different from the service address)

Applicants Name

Applicant Social Security Number

Applicant Date of Birth: _____

Applicant Driver's License Number: _____ State: _____

Applicant Employer (name & number): _____

Co-Applicant

Co-Applicant Social Security Number

Co-Applicant Date of Birth: _____

Co-Applicant Driver's License Number: _____ State: _____

Co-Applicant Employer (name & number): _____

EMAIL ADDRESS _____

Home Phone: _____ Cell Phone: _____

Previous service in the City of Sanger: Yes or No If yes, Address: _____

In order to comply with the Federal Trade Commission's Identity Theft Prevention Program, applicants will need to appear in person at City Hall and provide a valid form of government issued photo identification.

New Customers are required to complete an application, place deposits, and pay service fees to set up new service. These services include *water, wastewater, garbage, and electric*.

Current customers moving from one location to another must pay current balance at old address and service fees before service can be activated at the new address. One form of government issued photo identification will be required at time of transfer to new residence.

By signing this Utility Application Agreement, I agree that I am responsible for utilities at above address until I request the disconnection.

Signature of Applicant

Signature of Co-Applicant

City of Sanger: _____

Date: _____

LATE FEE AND COLLECTION POLICY

1. The City of Sanger is not responsible if utility bills are not received by mail. It is the applicant's responsibility to submit payments in time. This responsibility cannot be passed off to the schedule of the post office or other delivery units.
2. All utility payments must be received at City Hall by the close of business on the 15th day of each month or postmarked before the 15th. When the 15th falls on a City of Sanger non-work day, payments are due by close of business the following business day.
3. Any account not paid by the 15th is considered past due and a 10% penalty will be applied.
4. Upon request one late penalty per calendar year may be waived.
5. **Utility bills not paid by close of business on the 27th WILL RESULT IN DISCONNECTION of service and a service fee of \$30.00 for electric and \$30.00 for water to be applied to the account. After close of business on the 27th service fees apply even if services are not disconnected before bill is paid. If the 27th falls on a City of Sanger non-work day, payments are due on the following business day. After hours fees are \$50.00 for electric and \$50.00 for water in addition to all balances due. After hours fees apply beginning one hour prior to close of business or Saturday, Sunday, holidays, etc.**

6. Sec. 4.102 Tampering Fee

In the event the user or customer or his agent restores water services or electric services after service has been disconnected by the City, or the user or customer or his agent tampers with the water meter or the electric meter or service line appurtenances in any manner, based on the best estimated time that tampering occurred, an average kwh usage fee will be charged. All vehicle, man-hours and equipment replacement costs will also be charged. A tampering fee of two hundred dollars (\$200.00) per utility shall be collected in addition to the service fees.

I have received a copy of the late fees and collection policy from the City of Sanger. I have read this page and understand the conditions stated.

Signature of Applicant

Signature of Co-Applicant

City of Sanger: _____

Date: _____

REQUEST FOR CONFIDENTIALITY

In most cases, the City utility system may not disclose your personal information or information concerning the volume of your usage or the amount billed or paid if you request that the information be kept confidential. Your "personal information" is your address, telephone number and social security number. There is no fee to request confidentiality. You may revoke confidentiality by this form as well. Please mark the appropriate box below, sign your name, add your address and account number and return this form with your utility payment:

I request confidentiality of this information.

You may disclose this information.

CUSTOMER NAME

ADDRESS

ACCOUNT NUMBER



INDEMNITY WAIVER

I, _____, do hereby waive my right to be present during the time in which the City of Sanger shall commence water meter connections for the address commonly known as (insert property address below):

_____.

I hereby indemnify and hold harmless the City of Sanger, its agents and employees from and against all claims, damages, losses, and expense, including, but not limited to, attorney's fees arising out of or resulting from any negligent performance of water connections services on the property referenced herein.

Signed this _____ day of _____, 20_____.

Signature

Be aware that this waiver is so that the meter reader can turn the service on without anyone being present. It is in your best interest to ensure that all faucets, both inside and out, have been shut off completely. Otherwise the meter reader will have to disconnect the service due to water running and a delay in connection will be unavoidable. If the meter reader has to return for another service call there will be an additional fee.

SERVICE AGREEMENT

I. PURPOSE. The CITY OF SANGER 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 regulations to ensure the public health and welfare. Each customer must sign this agreement before the CITY OF SANGER 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 a copy of this agreement has been signed.

II. PLUMBING RESTRICTIONS. The following unacceptable plumbing is prohibited by State Regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential source 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. No connection which allows water to be returned to 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 SANGER (water system) and NAME OF CUSTOMER (the customer).

- A. The WATER SYSTEM will maintain a copy of this agreement as long as the customer and/or the premises are connected to the WATER SYSTEM.
- B. The customer shall allow his property to be inspected for possible cross-connection and other acceptable 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-connection of other unacceptable plumbing practice 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.
- 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 are to be provided to the Water System.

IV. ENFORCEMENT. If the customer fails to comply with the terms of the Service Agreement, the Water System, may 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'S SIGNATURE: _____

PRINT NAME: _____

DATE: _____

ADDRESS: _____

ACCOUNT#: _____