

BRADY
THE CITY OF
TEXAS

Dear Utility Customer,

The City of Brady welcomes you as a new utility customer. The following documents and deposits are needed to provide service to residents.

1. If renting, a copy of lease agreement or letter from owner of property. All tenants over the age of 18 will need to be listed on this copy.
2. A photo I.D. for anyone over the age of 18 living at the residence.
3. A completed application for service. All parties over the age 18 will need to have signed the application page in the appropriate areas. These documents can be printed and are following this letter.
4. A deposit for service must be made prior to service connection. Residential deposits are as follows:
 - A. Electric service..... \$100.00
 - B. Water/Sewer/Solid Waste service..... \$50.00
 - C. Gas service.....\$50.00

All applications will need to be completed and deposit made prior to 2pm to ensure same day connection of services. If the property needing service is currently disconnected an inspection may be required before service can be established. This could delay connection until Code Enforcement has released the property active for service.

If you have any questions please contact the Utility Department at 325-597-2152

Thank you,
City of Brady Utility Department

CITY OF BRADY PERSONAL RESIDENTIAL APPLICATION FOR UTILITIES

APPLICANT NAME (Last, First, Middle) _____

SERVICE ADDRESS _____ RENT _____ OWN _____

MAILING ADDRESS _____

PRIOR ADDRESS _____

DRIVERS LICENSE # _____ D.O.B. _____ HOME PHONE# _____

EMPLOYER _____ WORK PHONE# _____

2ND APPLICANT NAME (Last, First, Middle) _____

DRIVERS LICENSE # _____ D.O.B. _____

EMPLOYER _____ WORK PHONE# _____

3RD APPLICANT NAME (Last, First, Middle) _____

DRIVERS LICENSE # _____ D.O.B. _____

**NAME OF LANDLORD _____ PHONE# _____

**IN CASE OF AN EMERGENCY (notify) _____ PHONE # _____
(Other than spouse)

This is an agreement between the City of Brady and the above named consumer for utility service by the City of Brady to Consumer at the above address or any other address which is served by the City of Brady. Consumer shall pay the City of Brady monthly at the rate charged for said utilities. Service is subject to rules and regulations presently in force or in the future.

YOU CAN REQUEST THAT PERSONAL INFORMATION CONTAINED IN OUR UTILITY RECORDS NOT BE RELEASED TO UNAUTHORIZED PERSONS. The Texas Legislature allowed publicly owned utilities to give their customers the option of making the customer's address and phone number confidential. If you desire to do this, please check the box below.

I want to make my personal information (address, phone number, drivers license number) confidential.

According to state law, Senior Citizens (60 or older) may have up to twenty-five days to pay their utility bill without penalty, if all occupants are 60 or older. If you qualify for this option, and would like to request delay of payment without penalty, please check the box below. **NOTICE: YOU WILL NOT** receive a payment reminder notice by mail, but your account will still be subject to disconnection if not paid in full by the twenty-sixth day.

I want to request delay of payment without penalty.

Section 12.21 of the City of Brady Charter allows utility customers to request removal (or decline installation) of any product or service that the customer deems harmful to his or her person, property, or privacy. Unless so stated, I hereby waive my rights afforded under Section 12.21 of the Brady City Charter by signature of this application.

I request removal of the following City product / service: _____

APPLICANT SIGNATURE _____ DATE _____

2ND APPLICANT SIGNATURE _____ DATE _____

3RD APPLICANT SIGNATURE _____ DATE _____

ACCEPTED BY _____ DATE _____ APPROVED BY _____

OLD ACCOUNT # _____ NEW ACCOUNT # _____ GAS FORM _____



UTILITY INFORMATION AND CITY REGULATION

PAYMENT is due at the City of Brady Utility Department before 5:00 pm on the due date indicated. The due date on the statement is for the current bill only and does not apply to any previous billing amount due. Previous amounts due are delinquent and service is subject to disconnection. **Postal delays do not waive responsibility for timely payment.** Payments made in outside/afterhours payment box after 3:00 pm will post the next business day. **Payments can also be made online at www.bradvtx.us, automatic bank draft, or by phone at 1-866-795-5938.**

RETURN CHECK PROCEDURE: There is a \$15.00 NSF fee charged for returned checks. Customers are required to pay with cash, credit card, or money order for any returned check. A customer who has a returned check, a check will not be accepted for payment for a period of one (1) year following the receipt of the returned check date. After this period, payment by check will be reinstated.

DISCONNECTION FOR NON PAYMENT: An account is classified as off for non –payment if any of the following apply:

- Service s disconnected due to non-payment of bill(s)
- Customer moves and does not request the account to be finalized. The customer is responsible for any usage incurred until meter is locked.
- Failure to comply with payment arrangements made by the customer and the City of Brady.
- If returned checks and fees are not paid after notification.

CUT OFF FOR NON PAYMENT: If services are in a non-payment status a fee of \$50.00 must be paid in cash along with full balance of account before services are reinstated or disconnection order is canceled. If a customer has been disconnected twice in a calendar year they will be required to have double deposit for that account.

TAMPERING FEES: If a meter is damaged or tampered with, the customer will be required to compensate the City of Brady for damaged equipment including meter, meter cables, housing unit, box, lid, plus any labor at \$50.00 per hour. A full fee schedule is available at the Utility office. **Criminal charges may be filed.** Damaged poly carts for solid waste: Full replacement of can \$70.00. Replacement for a lid is \$19.00 and wheel is \$5.00.

METER ACCESS: As your utility provider, we strive to collect accurate meter readings monthly so that your billed charges reflect your current consumption used. If your meter(s) is/are not accessible, the City of Brady will not be able to service your meter(s) appropriately.

Please note the following are common problems that we would like to make you aware of: Dog too close to meter, locked gates, or an obstacle in front of or covers a meter. **Access to your meter must be made possible at any time during the workday.**

We will estimate your billing charge if we are unable to obtain an accurate reading from a meter due to the above scenarios. However, upon notification of the problem to you from City staff, we will expect immediate action to remove or restrain the obstacle. If you do not correct the problem, City ordinance 1030 allows the City to disconnect services until a way to read the meter is reached. Once an accurate record of your consumption is obtained, we will adjust your bill amount to reflect underestimations/overestimations of the previous billing.

ANIMAL REGISTRATION: City Ordinance Article 2.100 states that all households within the city limits of Brady must register and license their pets. To receive a license, the owner must provide a copy of a current rabies vaccination certificate and pay the appropriate licensing fee for each animal. For altered animals, vet records showing procedure done are required on animal to be registered/licensed the fees are as follows: \$5 every 2 years (Expires Oct 1st, 2017), Annual Dangerous pet \$50 per year (Expires annually October 1st), Breeders license \$25 every 2 years (Expires Oct 1st, 2017). Registration and fees are paid at: The City of Brady Police Department at 209 S. Elm, or call 325-597-2121 for more information.

Customer signature: _____

Date: _____



E-BILL AUTHORIZATION FORM

The City of Brady now offers paperless billing to our customers. You can receive a bill via email in the form of a pdf attachment. This will not only save paper but will allow customers to receive the bill faster.

I authorize the City of Brady Utility Department to email my monthly utility bill. The email will be sent from do-not-reply@bradytx.us and will include a PDF attachment.

I agree that it is my responsibility to review the monthly bill for accuracy and notify the City of any concerns. I further agree to notify the City of any changes to my mailing address, email address or contact information and that failure to notify the City in a timely manner may result in missed utility bills and any late payments would be subject to late fees or disconnection.

Name of Utility Customer: _____

Account Number: _____

Service Address: _____

Email Address: _____

Phone Number: _____

Customer Signature: _____

Please initial if you would also like a printed bill mailed to you. _____



BANK DRAFT AUTHORIZATION FORM

CUSTOMER NAME: _____

CUSTOMER UTILITY ACCOUNT NUMBER: _____

BANK NAME: _____

BANK ADDRESS: _____

BANK ACCOUNT NUMBER: _____

ROUTING NUMBER: _____

CHECKING _____ SAVINGS _____

This is to advise that I, the undersigned, do hereby authorize the CITY OF BRADY through its authorized employees, to draw monthly drafts on my account for current bills, and I do hereby authorize you to honor such drafts until such time as I may revoke this order.

NOTICE TO BANK DRAFT CUSTOMERS

Due to safety precautions when establishing a draft account, draft payments will begin with the SECOND utility bill once the account has been put under "DRAFT STATUS."

You will be on "DRAFT STATUS" as of the date of your signed draft request.

Therefore, the FIRST BILL ONLY, once on "DRAFT STATUS" will not be paid by draft. If the first bill is not paid by the time the second bill is created, BOTH bills will automatically be paid by draft payment.

CUSTOMER SIGNATURE: _____

DATE: _____

PROCESSED BY: _____



WATER UTILITY CUSTOMERS

MANDATORY BACKFLOW SERVICE AGREEMENT

The City of Brady is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the establishment of the water account customer's side of the meter.

The purpose of this Backflow Service Agreement is to notify each customer that there are restrictions which are necessary to provide protection from improper water contamination. The City of Brady enforces these restrictions to ensure the health and safety of the city's public water system.

Each customer must sign this Backflow Service Agreement before the City of Brady will begin service. In addition, when service to an existing account connection has been suspended or terminated, the City of Brady will not re-establish service unless it has a signed copy of this Backflow Service Agreement. (Per State of Texas 30 TAC 290.47 rules)

By signing this agreement, you are authorizing City officials to inspect your plumbing for possible cross connections. In the event a cross connection is identified, the customer must immediately correct the problem with one of the methods mentioned below to prevent termination of service. Your cooperation in helping us maintain safe drinking water for you and your neighbors is greatly appreciated.

If potential contamination is determined, the customer, at the customer's expense, must either install a TCEQ approved backflow device, or utilize a 6" air gap.

If a backflow device is installed, it must be tested and certified, at the customer's expense, to be operating within specifications at least annually by a licensed backflow prevention assembly tester.

Additionally, use of lead pipe (greater than 0.25%) or solder/flux containing more than 0.2% lead is prohibited in repair, renovation or new construction.

Enforcement: If the Customer fails to comply with the terms of the Service Agreement, the City of Brady shall terminate customer's water service.

Customer Signature: _____ Date: _____

Service Address: _____ Account Number: _____



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GAS UTILITY CUSTOMERS

MAINTENANCE ON CUSTOMER OWNED SERVICE LINES

The City of Brady is required by Federal and State Law to inform our customers that we do not maintain the natural gas service line between the gas meter and your house.

It is your responsibility to periodically check this line for leakage and corrosion. We suggest that you contact a plumber or heating contractor to locate, inspect and repair your natural gas service line. If the appropriate maintenance is not performed the buried gas line, it will be subject to leakage and corrosion.

The City of Brady reminds you that before starting any digging projects you must first call the Texas One Call Center (811).

If you have any questions please feel free to contact the City of Brady Gas Department for assistance at 325-597-2244 ext. 216

CLIENTES DE GAS DUENO DE LINA DE SERVICIO TEJAS UNA LLAMADA 811

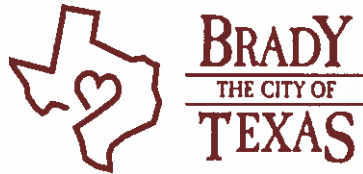
La Ley Federal y Estatal requiere que la Ciudad de Brady debe informar a sus clientes que el mantenimiento de la línea de servicio de gas natural que se encuentra entre el medidor de gas y su casa, es responsabilidad del cliente y no de la Ciudad. Es su responsabilidad revisar periódicamente esta línea de fugas y corrosión. Le sugerimos que se comunique con un plomero o un contratista de calefacción para que localizar, inspeccionar y repara su línea de servicio de gas natural. Si no se realiza el mantenimiento adecuado, la tubería de gas enterrada estará sujeta a corrosión y fugas. La Ciudad de Brady le recuerda que antes de comenzar cualquier proyecto de excavación, primero debe llamar al Center de Tejas Una Llamada (811). Si tiene alguna pregunta, por favor comuníquese con el Departamento de Gas de la Ciudad de Brady al 325-597-2244 ext. 216.

Customer Signature / Firma de Cliente: _____

Date / Fecha: _____

Service Address / Dirección: _____

Account Number / Número de Cuenta: _____



GAS UTILITY CUSTOMER

EXCESS FLOW VALVE INSTALLATIONS – NEW AND REPLACEMENT SERVICE

From: Danny Galindo, Gas Distribution Superintendent

The City of Brady, as your provider of natural gas is offering the installation of Excess Flow Valves (EFV's) to all new and replacement service line customers (a service line is the line extending from the street, alley or right of way to the gas meter). This offer is in compliance with current state and federal regulations and applies only to service lines with 10psig or more.

An excess flow valve is a device which is installed in the service line close to where it connects to a main in the street, etc. **Should the line be cut or meter loop severely damaged, the valve is designed to automatically limit the free flow of gas through the damaged line thus reducing the chances of accidental ignition and or explosion.**

Under the law, we must offer to install the EFV at your expense, but you may accept or reject the offer. Although the City of Brady has not experienced a great deal of exposure in this area, none-the-less we agree that EFV's offer another layer of protection and safety to you and your property.

Normally, the City of Brady doesn't charge for new and replacement service costs, but if you select the EFV, a charge must be received to cover the purchase of a valve and the labor cost to install it. In the future you may incur additional charges if maintenance or replacement of the EFV is needed. These costs will be based on material and labor costs at the time.

Should you be a customer with an existing service line and wish to have the City of Brady install an EFV, an additional cost may need to be imposed due to extra digging and perhaps road surfacing replacement. There will be an estimation based upon actual conditions and a quote provided to you prior to any installation.

The City estimates cost for an EFV for the average home to be around \$50.00 plus installation.

Should you have additional questions, please don't hesitate to contact gas department at 325.597.2244. Please leave a message and I will get back with you.



TRASH UTILITY CUSTOMER

GARBAGE AND WASTE MATERIAL REGULATIONS

Collection and Removal of Garbage and Trash

It shall be the duty of the city to collect and remove all garbage and trash from all premises, required by this article to be removed by the city, in a reasonable and expeditious manner under the circumstances.

It shall not be the duty of the city to collect and remove any garbage, trash or refuse which consists of any of the following items:

- (1) tree limbs;
- (2) brush;
- (3) leaves;
- (4) lawn trimmings;
- (5) weeds;
- (6) flowers or other vegetation;
- (7) dirt and gravel

All garbage and trash shall be placed in a trash container in order to be picked up. **The city shall not pick up trash that is not in a trash container.** Exception: The City will pick up cardboard boxes that are placed outside of the approved trash container provided that they are broken down.

Every person who violates or fails to comply with any provision of this section shall be guilty of a misdemeanor and upon conviction shall be punished by a fine in accordance with the general penalty provision set forth in Section 1.109 of this code with each day of violation or noncompliance to constitute a separate offense.

Container Specifications

Garbage containers, one (1) 96-gallon cart will be provided per service address, which will be emptied by being mechanically flipped into the city trash truck. The City will only pick up trash contained in a city provided cart. Exception: The City will pick-up trash contained in a personal container only if it is the secondary can and is constructed in a like manner (having a flip bar) as the carts provided by the city so that it can be mechanically flipped into the city trash truck. No more than a total of three mechanically flipped carts will be picked up at one location during the scheduled pick up day. Cans requiring manual dumping will not be emptied. **A customer may request additional city owned cart(s) at a cost of \$5.00 per month for each additional cart requested.** Any additional fee will be added to the monthly charge detailed below.

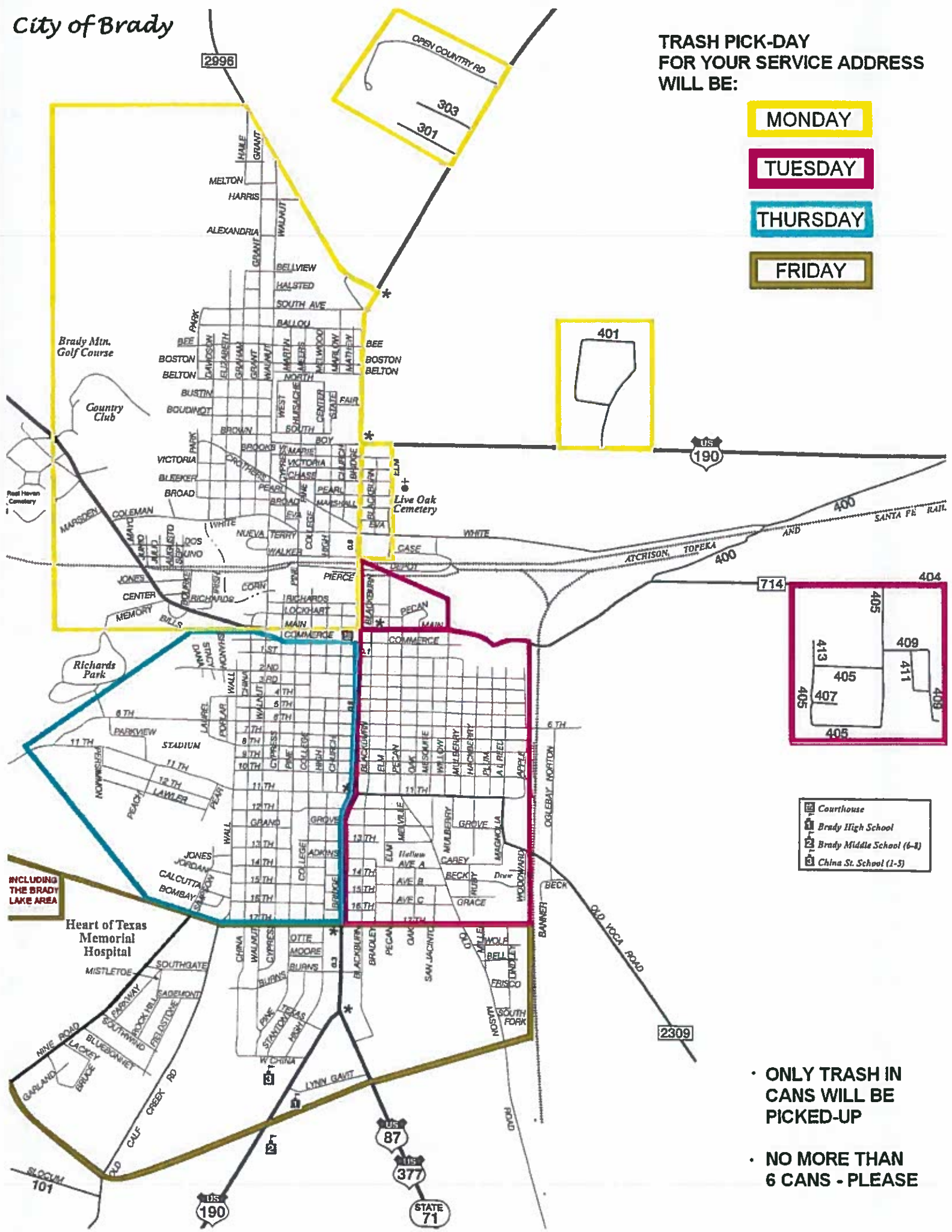


The City of Brady encourages citizens to recycle! The City operates 3 recycling trailers that are located at 1400 N. Bridge St. in the parking lot of the City Public Works facility. Recycling items may also be taken to the City Recycling Center located at the City Landfill. **Items accepted include: cardboard, newspaper, magazines, and clean plastic, no household trash.** You may take *clean* metal only to the City Landfill at no charge.

City of Brady

TRASH PICK-UP DAY FOR YOUR SERVICE ADDRESS WILL BE:

- MONDAY**
- TUESDAY**
- THURSDAY**
- FRIDAY**



- Courthouse
- Brady High School
- Brady Middle School (6-8)
- China St. School (1-5)

- ONLY TRASH IN CANS WILL BE PICKED-UP
- NO MORE THAN 6 CANS - PLEASE