

# WELCOME NEW CUSTOMER –BASIC INFORMATION

## RESIDENTIAL UTILITIES

**BRADY UTILITIES WELCOMES YOU AS ONE OF OUR UTILITY CUSTOMERS.** Please complete the required documents and special use forms included in the packet so that our services may be provided correctly and completely. Please return all completed forms to one of our Customer Service Assistants located at City Hall, 201 East Main Street M-F 8:30 am – 5:00 pm, or fax at (325)597-2068.

### Completed Application for Residential Utility Service

Please note that all parties over the age of 18 must be listed on the Application form. Each must also provide a photo identification if they will be living at the location. A copy of a Texas Driver's License will qualify. Alternative documentation that is acceptable may include a copy of: current U.S. Passport, current U.S. Green Card, or current non-U.S. Passport.

### Copy of Your Ownership, Rent, or Lease Agreement

If you are renting or leasing, please attach a copy of the agreement or a letter from the owner of the property.

### Payment for Deposit Fees

Deposit fees are credited to the final billing at the termination of service. If you are transferring from one property to another within the City the deposit may be transferred to the new service address.

### Deposit Amounts Are as Follows:

Electric.....	\$ 100.00
Water/Sewer/Solid Waste....	\$ 50.00
Gas.....	\$ 50.00

If your documentation and deposit payment are received before 2:00 p.m., every effort will be made to ensure the connection of your service on that day. However, if the property of the service is currently disconnected, an inspection may be required before the services may be re-connected. You may expect delays until Code Enforcement completes an inspection and notifies Brady Utilities that the service connection can be completed.

All of your Brady Utility service fees will be included on one invoice. **You have a choice of making your monthly payments in person by cash, check, or credit card at City Hall. You may also pay by mail or bank draft.** Payments may also be made at [www.bradytx.us](http://www.bradytx.us) or by phone at 1-866-795-5938. Forms for these types of transactions are enclosed. You may change your method of payment anytime.

**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 1<sup>st</sup> odd years), Annual Dangerous pet \$50 per year (Expires annually October 1<sup>st</sup>), Breeders license \$25 every 2 years (Expires Oct 1<sup>st</sup>, odd years). Registration and fees are paid at: The City of Brady Police Department at 209 S. Elm, or call 325-597-2121 for more information.

If you have questions now, or in the future, we will be happy to serve you. You may reach us at Brady Utilities M-F 8:30am – 5:00pm. For disruptions during nights, weekends, or holidays please call 325-597-2121.

Welcome to the City of Brady!



# BRADY RESIDENTIAL APPLICATION FOR UTILITY SERVICES

APPLICANT NAME (Last, First, Middle) \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_ \*RENT \_\_\_\_\_ OWN \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

PRIOR ADDRESS \_\_\_\_\_

DRIVERS LICENSE # \_\_\_\_\_ D.O.B. \_\_\_\_\_ PERSONAL PHONE# \_\_\_\_\_

EMPLOYER \_\_\_\_\_ WORK PHONE# \_\_\_\_\_

2<sup>ND</sup> APPLICANT NAME (Last, First, Middle) \_\_\_\_\_

DRIVERS LICENSE # \_\_\_\_\_ D.O.B. \_\_\_\_\_

EMPLOYER \_\_\_\_\_ WORK PHONE# \_\_\_\_\_

3<sup>RD</sup> APPLICANT NAME (Last, First, Middle) \_\_\_\_\_

DRIVERS LICENSE # \_\_\_\_\_ D.O.B. \_\_\_\_\_

IN CASE OF AN EMERGENCY (notify \_\_\_\_\_ PHONE # \_\_\_\_\_  
(Other than spouse)

\*NAME OF LANDLORD \_\_\_\_\_ PHONE# \_\_\_\_\_

This is an agreement between Brady Utilities and the above named customer for utility services by the City of Brady at the above address or any other address which is served by the City of Brady. The customer shall pay monthly at the rate charged for used utilities. City utility services are subject to rules and regulations presently in force or as changed in the future.

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

\_\_\_\_\_ I want to make my personal information (address, phone number, driver's license number) confidential.

According to state law, Senior Citizens (60 or older) may have up to twenty-five (25) 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 initial the box below. NOTE: **You will not** receive a payment reminder notice by mail, but your account will still be subject to disconnection if it is not paid in full by the twenty-sixth (26) 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 their 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 \_\_\_\_\_

2<sup>ND</sup> APPLICANT SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

3<sup>RD</sup> APPLICANT SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

ACCEPTED BY \_\_\_\_\_ DATE \_\_\_\_\_ APPROVED BY \_\_\_\_\_

OLD ACCOUNT # \_\_\_\_\_ NEW ACCOUNT # \_\_\_\_\_

## UTILITY INFORMATION AND REGULATIONS

**PAYMENT** is due at the 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. A previous amount due is delinquent and service is subject to disconnection. **Postal delays do not waive responsibility for timely payment.** Payments made in the outside payment box after 3:00 pm will post the next business day. Payments can also be made online at [www.bradytx.us](http://www.bradytx.us), by 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. After a customer has a returned check, the customer may not use a check as a form of 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:** Utility services may be disconnected for non-payment if any of the following apply:

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

**FEES FOR DISCONNECTION/RECONNECTION:** 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 is disconnected twice in a calendar year, they will be required to provide a double deposit for that account.

**TAMPERING/DAMAGE FEES:** If a meter has been damaged or tampered with, the customer shall reimburse Brady Utilities 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.** If damage to poly carts is determined, the customer may be subject to the following reimbursement: Full replacement of cart \$70.00, replacement of lid \$19.00 and replacement of each 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) are not accessible, the Brady Utilities will not be able to service your meter(s) appropriately.

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

*We will estimate your billing charges if we are unable to obtain an accurate reading from a meter due to any of the above scenarios. However, upon notification of the problem to you by the utility department, we expect immediate action to remove or restrain the obstacle. If problem is not corrected in a timely manner, 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 under / over estimations of the previous billing.*

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



## E-BILL AUTHORIZATION FORM

Brady Utilities offers paperless billing to our customers. You may receive an invoice via email in the form of a PDF attachment. This not only saves paper but allows our customers to receive the invoice faster.

I authorize Brady Utilities 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 Brady Utilities of any concerns. I further agree to notify Brady Utilities of any changes to my mailing address, email address or contact information. Failure to notify Brady Utilities in a timely manner will result in undelivered utility bills. Remember, late payments would be subject to late fees or disconnection.

Please Print:

NAME OF UTILITY CUSTOMER: \_\_\_\_\_

UTILITY ACCOUNT NUMBER: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PERSONAL PHONE NUMBER: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



## BANK DRAFT AUTHORIZATION FORM

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

### NOTICE TO BANK DRAFT CUSTOMERS

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

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.

If a bank draft is returned nonsufficient funds (NSF) twice, you will no longer qualify for bank drafts by the Utility Department. NSF drafts and NSF draft charges (\$15.00) that are not paid shall be treated as failure to pay and shall be subject to disconnection.

Please Print:

NAME OF UTILITY CUSTOMER: \_\_\_\_\_

UTILITY ACCOUNT NUMBER: \_\_\_\_\_

BANK NAME: \_\_\_\_\_

BANK ADDRESS: \_\_\_\_\_

BANK ACCOUNT NUMBER: \_\_\_\_\_

ROUTING NUMBER: \_\_\_\_\_

CHECKING \_\_\_\_\_ SAVINGS \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



# WATER UTILITY CUSTOMER – REGULATORY MANDATE

## BACKFLOW SERVICE AGREEMENT

Brady Public Water System is mandated by TCEQ to protect the public drinking water supply from contamination or pollution. This contamination could result from improper construction or configuration, or an overall faulty water service system on the customer's side of the meter.

The purpose of this Backflow Service Agreement is to notify each customer of the restrictions which are necessary to provide this protection from water contamination. The Public Works Department is mandated by TCEQ to enforce these restrictions to ensure the health and safety of the city's public water system.

Each customer is required by TCEQ to sign this Mandatory Backflow Service Agreement before water service can be connected. In addition, when service to an existing account connection has been suspended, disconnected or terminated, Customer Service Division cannot re-establish service unless it receives a signed copy of this Backflow Service Agreement. (Per State of Texas 30 TAC 290.47 rules)

By signing this agreement, you are authorizing the Public Works Department or Code Enforcement officials to inspect your plumbing for possible cross-connections. In the event a cross-connection is identified, the customer shall immediately correct the problem with one of the methods mentioned below to prevent termination of service.

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. These annual backflow device tests are filed with Code Enforcement for review by TCEQ. 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 Backflow Service Agreement, water service shall be terminate.

Thank you for your cooperation in maintaining safe drinking water for you and your neighbors.

SERVICE ADDRESS: \_\_\_\_\_

UTILITY ACCOUNT NUMBER: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



## **GAS UTILITY CUSTOMERS**

### **MAINTENANCE ON CUSTOMER-OWNED GAS SERVICE LINES**

**Brady Utilities 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 on the buried gas line, it may be subject to leakage and corrosion.**

**Brady Utilities reminds you that before starting any digging projects you must first call the Texas One Call Center (811), for location of all utility lines.**

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

## **CLIENTES DE GAS**

### **MANTENIMIENTO EN EL CLIENTE-DUENO DE LINA DE SERVICIO**

**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 Cuidad. Es su responsabilidad revisar periódicamente esta línea de fugas y corrosión. Le sugerimos que se comuniquen con un plomero o un contratista de calefacción para localizar, inspeccionar y reparar 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 División de Gas de la Ciudad de Brady al 325-597-2244 ext. 216.**

**SERVICE ADDRESS / Dirección:** \_\_\_\_\_

**UTILITY ACCOUNT NUMBER / Número de Cuenta:** \_\_\_\_\_

**CUSTOMER SIGNATURE / Firma de Cliente:** \_\_\_\_\_

**DATE / Fecha:** \_\_\_\_\_



## **GAS UTILITY CUSTOMER**

### **EXCESS FLOW VALVE INSTALLATIONS – NEW AND REPLACEMENT SERVICE**

**Brady Utilities, 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 10 psi or more.**

**An excess flow valve is a device which is installed in the service line close to where it connects to a main line 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 Brady Utilities doesn't charge for new and replacement service costs, but if you select the EFV, a charge must be billed which covers the purchase of the 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 Brady Utilities install an EFV, an additional cost may 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 cost.**

**Should you have additional questions, please contact Danny Galindo at the gas department at (325)597-2244 ext. 216. Please leave a message and I will get back with you.**

**Welcome to Brady Gas!**

**Sincerely,  
Danny Galindo Superintendent**





# SOLID WASTE CUSTOMER

## GARBAGE AND WASTE MATERIAL REGULATIONS

### Collection and Removal of Garbage and Trash

It is state law that cities collect and remove all garbage and trash from all premises in a reasonable and timely manner. Therefore, all garbage and trash shall be placed in the provided polycart container in order to be picked up weekly. **Trash not in the polycart container will not be picked up.** Exception: The City will pick up cardboard boxes that are placed outside the polycart container provided that they are broken down.

**The City will not collect and remove any weekly garbage, trash or refuse which consists of any tree limbs, brush, dirt, gravel, rocks, large metal items, or construction materials.**

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 Local Government Code 1.109 with each day of violation or noncompliance to constitute a separate offense.

### Container Specifications

Polycarts are numbered, and **one (1) 96-gallon cart will be provided per service address**, which will be emptied by being mechanically flipped into the collection truck. Solid Waste Collections will only pick up trash contained in a provided cart. No more than a total of three mechanically flipped carts will be emptied at one location during the scheduled pick up day. Carts 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.

### Collection Guidelines for Household Garbage

Don't miss us! Put your cart out the night before on your designated collection day (service may begin at 5am). Bag your trash to prevent the wind from blowing it out of the container as it is dumped and to keep your container clean. Keep the lid closed, and do not overfill. Our operators do not pick up bags of trash outside the cart. Place container at the curb or edge of street, if you have multiple carts please place them together.



**The City of Brady encourages citizens to recycle!** The Solid Waste Department operates 3 recycling trailers that are located at 1405 N. Bridge St. in the parking lot of the Service Center. Recycling items may also be taken to the Recycling Center located at the Landfill. **Items accepted include: cardboard, newspaper, magazines, aluminum and clean plastic, no household trash.** Metal and glass, is not recycled by the City.



# City of Brady

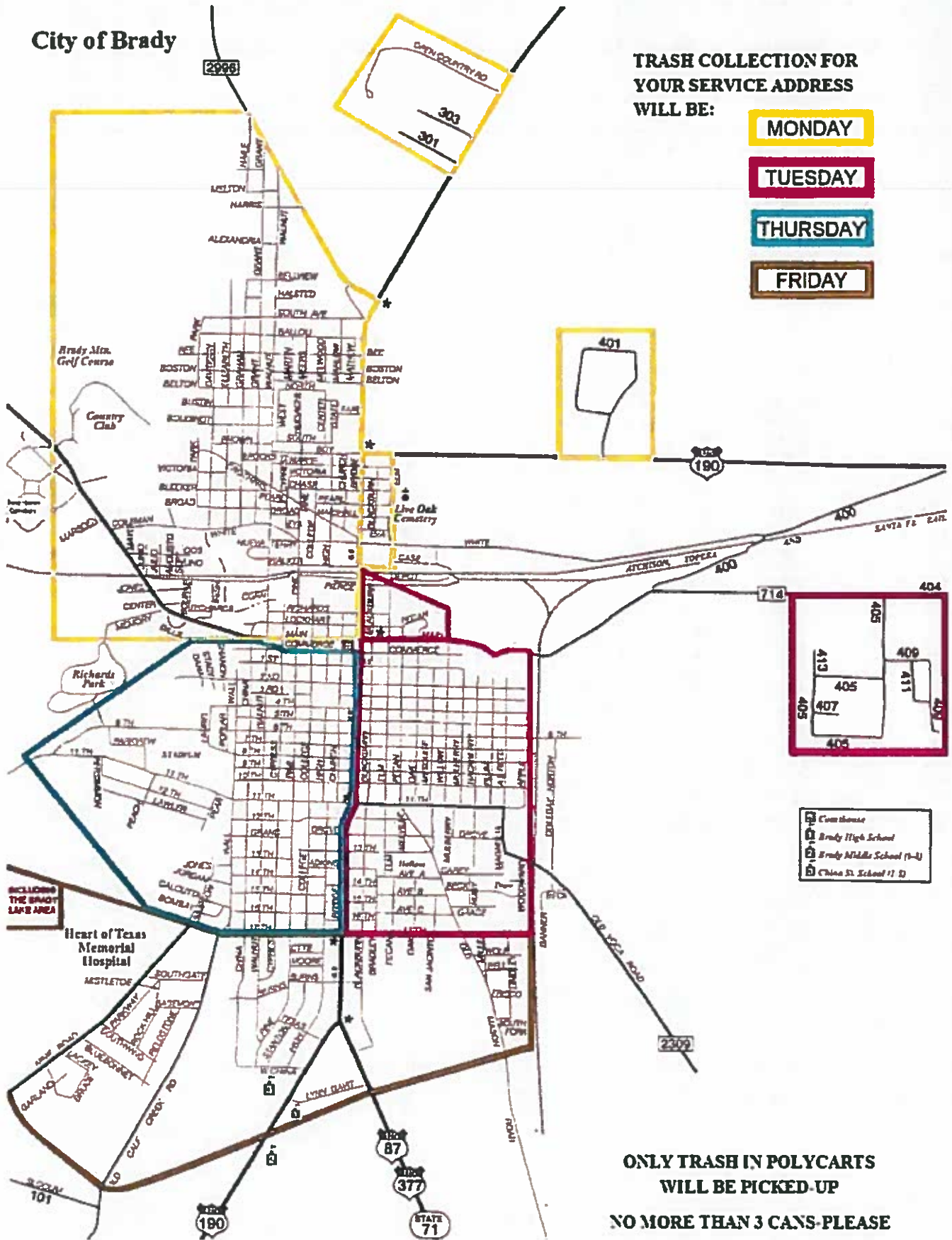
TRASH COLLECTION FOR  
YOUR SERVICE ADDRESS  
WILL BE:

MONDAY

TUESDAY

THURSDAY

FRIDAY



**ONLY TRASH IN POLYCARTS  
WILL BE PICKED-UP  
NO MORE THAN 3 CANS-PLEASE**