



**Commercial Utility Agreement**  
**224 North Lee Avenue**  
**Hereford, Texas 79045**

Welcome to Hereford. We are here to provide you with the best possible service. Please let us know if we can be of assistance.

The City of Hereford provides water, sewer and solid waste collection services to commercial customers. Rates for these services are as follows:

**Water:** \$15.50 base rate for the first 2,000 gallons and \$3.66 per 1,000 gallons up to 20,000 gallons, \$4.31 per 1,000 gallons for any usage over 20,001 gallons up to 50,000 gallons and \$6.97 per 1,000 gallons for any usage over 50,001 gallons.

**Sewer:** \$7.60 base rate plus 50% of the monthly charge for water service.

**Solid Waste Collection:** \$3.20 base rate plus \$2.37 per cubic yard of municipal solid waste collected based on the number of dumpsters, dumpster size and the number of pickups per week.

A \$1.00 voluntary park fee is also included on your utility bill. This is a voluntary fee used for capital improvements to the City of Hereford park system.

For the monthly billings during the summer months of each year an additional \$1.00 may be added for mosquito control within the city.

**Services provided outside of the City limits are charged 1 ½ times the above rates**

A utility deposit, a completed commercial utility agreement and a **current valid government issued I.D.** are required before service can be provided. For all commercial and industrial customers, the deposit shall be an amount based upon the prior average minimum water usage for the property and the type of services to be provided by the business intending to occupy the property and with such deposit amount to be set by the city manager or his designee. **The minimum commercial deposit is \$100.00.** Deposits will be applied to your account whenever services are terminated with a refund issued to you for any excess. Deposits are non-transferable.

Water meters are read between the 17<sup>th</sup> and 23<sup>rd</sup> of each month with bills being mailed out on the last working day of each month. The total is due by 5 pm. on the 15<sup>th</sup> of the month, after which a 10% penalty will be assessed on the unpaid balance. Service will be disconnected for nonpayment after notice is given. Reconnection will require full payment of the balance and a \$25.00 non-payment fee during regular business hours of 8:30 am to 5:00 pm Monday thru Friday. Utility services off for non-payment will only be turned on during regular business hours.

The City of Hereford also provides the option of having your bank account drafted for payment of your utility account. Please let us know if you would like to take advantage of this convenient option.

The City is responsible for maintenance of the water meter and the line connecting it to the City water main. You are responsible for lines on private property beginning at the customer side of the water meter.

For suspected sewer main stoppages or water main breaks, call the water department business office for prompt service. The following phone numbers are given for your benefit to report problems or to obtain additional information:

|                              |          |                            |          |
|------------------------------|----------|----------------------------|----------|
| City Hall, Main Number       | 363-7100 | Fire Dept, Non-emergency   | 363-7100 |
| Water Dept., Business Office | 363-7101 | Police Dept/Animal Control | 363-7120 |
| Building & Zoning            | 363-7103 | Public Works               | 360-2201 |
| Municipal Golf Course        | 363-7139 | Aquatic Center             | 363-7144 |

**To report after hours water breaks and sewer stoppages, call the Police department at 363-7120. For non-emergency after hours call-outs, there may be a \$30.00 charge.**

Trash is picked up at least twice weekly for commercial customers. **If you have items that are too large for the dumpster, place them behind your property, not around the dumpster** and they will be picked up as scheduled. This does not include tires, oil, anything containing refrigerants or any other hazardous waste. Paint will only be picked up if it is dried out.

**Other Useful Phone Numbers:**

|                               |                |                                  |                |
|-------------------------------|----------------|----------------------------------|----------------|
| Xcel Energy (Electricity)     | 1-800-895-4999 | Atmos Energy (Natural Gas)       | 1-888-363-7427 |
| Southwestern Bell (Telephone) | 1-800-464-7928 | W.T. Services (Cable TV & phone) | 1-806-360-9000 |

*Please See Other Side*

**City of Hereford  
Commercial  
Utility Customer Information**

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_ Type of Business: \_\_\_\_\_

Service Address: \_\_\_\_\_ Hereford, Texas 79045

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name of Person Completing this Form: \_\_\_\_\_

S.S. or E.I.N #: \_\_\_\_\_ Drivers License # & State: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Phone Number: \_\_\_\_\_

- ◆ This document shall evidence agreement between the herein named customer and the City of Hereford, Texas for water, sewer and solid waste collection services.
- ◆ Customer agrees to pay the City of Hereford a monthly charge for said services with the rates to be determined by the City Commission of Hereford.
- ◆ Customer further agrees that said services may be discontinued for non-payment after notice is given by the City of Hereford.
- ◆ Said services are subject ordinances, rules and policies that may be enacted by the City Commission of Hereford.
- ◆ This agreement is not transferable and remains in force as long as said services are rendered to the undersigned.
- ◆ **Total balance due by the 15<sup>th</sup> of the month, after which a 10% penalty will be assessed on any unpaid balance.**

**The City of Hereford contracts with Republic Services for commercial solid waste collection within the city. Dumpster size is 3 cubic yards. Please complete the following:**

**No. of dumpsters:** \_\_\_\_\_

**No. of pickups per week (please check one):** 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_

**Commercial solid waste rates are based on the dumpster size and the number of pickups per week.**

The following rates are per dumpster and do not include sales tax.

| No of Pickups | 2 Pickups/Week  | 3 Pickups/Week  | 4 Pickups/Week   | 5 Pickups/Week   | 6 Pickups/Week   |
|---------------|-----------------|-----------------|------------------|------------------|------------------|
| Monthly Rate  | \$64.82 / Month | \$95.63 / Month | \$126.44 / Month | \$157.25 / Month | \$188.06 / Month |

TERMS ACCEPTED BY:

\_\_\_\_\_  
Customer Signature

**Do you want your account flagged as confidential?** Yes \_\_\_\_\_ No \_\_\_\_\_

\*\*\*\*\***IMPORTANT NOTICE**\*\*\*\*\*

*The City of Hereford is a member of the Texas Revenue Recovery Association!*

The Texas Revenue Recovery Association (TRRA) is a collection of cities and other public entities operating under the authority of the Interlocal Cooperation Act (Chapter 791, Government Code) to assist one another in the collection of delinquent utility accounts. If a customer has left another city with an unpaid utility bill, the new city providing service has the authority to discontinue services until the utility bill from the previous city is paid in full. Cities and public entities within the State of Texas now have a quick and reliable process of determining delinquent utility accounts. Member cities of the TRRA will continually check the TRRA's database for customers who have not paid their utility bills. The TRRA was established to help keep utility bills as low as possible.

For Office Use only:

Acct No: \_\_\_\_\_ Worked By: \_\_\_\_\_ Date: \_\_\_\_\_