



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

The City of Hereford provides water, sewer and solid waste collection services to its residents. Rates for these services are as follows: The minimum monthly charge for all services is \$54.96 for a single family residence, which includes \$15.50 base rate for water, \$14.35 base rate for sewer, \$25.58 for trash collection and \$2.11 for state sales tax.

**Water and sewer rates 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:** \$14.35 base rate plus \$1.41 per 1,000 gallons based on an average of water consumption for December, January and February of each year. The maximum average consumption is 15,000 gallons. New averages are effective April 1<sup>st</sup> of each year.

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 residential deposit of \$75.00 per unit, a completed utility agreement and a valid current government issued picture I.D are required before service can be provided. \*\*\*A deposit of \$150.00 per residential unit will be required for anyone that has a delinquent account balance with the City. The delinquent account and deposit must be paid in full before an account can be opened\*\*\*. Texas law requires that all new residents secure a Texas driver license or I.D. within 30 days of residency. The City of Hereford will allow new customers from out-of-state 30 days to provide a Texas driver license or identification card. Failure to do so could result in termination of services. **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 5:00 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 nonpayment 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 twice weekly for residential 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**  
**Utility Customer Information**

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

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

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

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

Previous Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Social Security #: \_\_\_\_\_ Drivers License # & State: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Employer: \_\_\_\_\_ Address: \_\_\_\_\_

Spouse: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Employer: \_\_\_\_\_ Address: \_\_\_\_\_

Social Security #: \_\_\_\_\_ Drivers License # & State: \_\_\_\_\_

Please list any other persons over the age of 18 who will reside at the above service address:

(Please Include Name, D.O.B., D.L. & S.S. Number)

Do you own this property? (Please check one) Yes  No  If no, please provide your landlord's name and 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 to 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.**
- ◆ **Texas law requires that all new residents secure a Texas driver licenses or I.D. within 30 days of residency. The City of Hereford will allow new customers from out-of-state 30 days to provide a Texas driver license or identification card. Failure to do so could result in termination of services.**

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: \_\_\_\_\_