



## **CITY OF ROPESVILLE**

107 Main St. • P.O. Box 96 • Ropesville, TX 79358

Office: **806.562.3531** • Fax: **806.562.4026**

### **Information and Water Deposit Form**

Local phone calls for the City of Ropesville are Brownfield, Levelland, Lubbock, Meadow, and Wolfforth.

**The Police Department can be reached by calling dispatch at (806) 894-6164**

#### **Local Utilities are:**

**Electric:** XCEL Energy will furnish electric services. Phone: **1-800-895-4999**. Email: [www.xcelenergy.com](http://www.xcelenergy.com).

**Gas/Heating:** Atmos Energy will furnish gas and heating services. Phone: **1-888-363-7427**.

**Telephone:** Windstream is the local telephone service. Phone: **1-866-255-8356**.  
Email: [www.windstream.com](http://www.windstream.com).

#### **Services provided by the Ropesville City Office include**

Faxes - \$0.25 a page

Copies - \$0.10 a page (Standard Size)

\$0.15 a page (Non-Standard Size)

Notary Services: ( \$5.00 charge for Non- Residence), Vehicle Registration only (no title or late registration), Water, Sewer, Sanitation Services, and Municipal Court Services.

Office hours are from 7:30 a.m. to 5:00 p.m. Monday-Friday. The city enforces all City Ordinances, including Animal Control, Weed Control, Junk Control. Please obey all traffic signs and speed zones. Animals must be restrained, or the city will pick them up. Permits are required for building, additions, moving in/out houses or trailer homes, fences, etc.

To apply for Water Service, you will need to bring the following to the City Office:

- (1) Name, address, telephone number and contact information of the applicant.
- (2) A valid picture ID (Driver's License).
- (3) Proof of residency (lease or closing papers) must be provided to establish service. You may submit this information via email or in person at 107 Hockley Main Street in Ropesville.
- (4) A copy of your signed lease or Closing Disclosure, or service address and if known the lot, block, and addition of the premises where water utilities are requested.
- (5) Purpose for which the water utilities will be used (residential, commercial, industrial).
- (6) A \$200.00 deposit payable by cash, money order or credit/debit card.
- (7) Read and sign a utility service agreement with the city acknowledging the fact that that the customer will be responsible for paying all water utility service provided when due and for complying with all terms and provisions of the city ordinance, resolutions, rules, and regulations fixed and prescribed by the city, now in effect, or which may be hereafter passed.

Water services: **will require** a deposit of \$200.00. The City of Ropesville furnishes water, sewer, and sanitation service. **\*\*Please note\*\*** request for new service and deposit received after 3:00 pm Monday-Thursday may result in connection on the following workday. Requests received after 11:00 am on Friday may result in connection on the following workday. Deposit for a yard meter shall be \$25.00 for the **same Customer**. Deposit for vacant house for **Cleaning only** is \$35.00 for 3 days. Bills are mailed by the first day of each month and are due by the 15<sup>th</sup> of the month. If payment is not made by the 15<sup>th</sup>, a late fee of 10% of amount due will be added to your account on the 16th. **Water bills not paid by the 25<sup>th</sup> of each month by 1 P.M. will result in water being turned off with a disconnect fee of \$25.00 and a reconnect fee of \$25.00. After 5 p.m. the charge will be \$100.00.** All fees must be paid before water is turned back on. If you do not receive your bill by the 1<sup>st</sup> of the month, please call the City Office at 806-562-3531.

**Please note:** Your account will be discontinued if:

- (1) Full payment is not made by cut-off day.
- (2) A returned check is not paid within the time allowed.

**Bad Debt:**

If the City receives a notice of a return check, the customer has five (5) days to pay the return check charge (\$35.00), and the full amount of the bill due. The payment must be in cash or with a money order. If after the five days, the customer has not paid the amount owed to the city, the city may use the customer's deposit to pay for the past due bill and the check return charges. To continue service from the city the customer may be required to pay a new deposit for \$300.00 and a reconnect fee of \$50.00. After hours the reconnect, fee will be \$100.00.

**Disconnect Fee and New Deposit are required:**

If the customer has failed to pay the bill due by the 25<sup>th</sup> of the month and has been disconnected, the City may after (5) days use the customers deposit to pay the bill. The customer may be required to pay the bill due and a new deposit of \$300.00 to reconnect the services if the existing deposit has been used for the past due account.

**Transferring Accounts:**

Your utility account must be current before service can be transferred to another residence, or business.

**Closing Account:**

If you are moving or need your services discontinued, the city requires that you come in and fill out a form asking the city to please discontinue your services, and you need to provide us with the date you need the service shut off.

**Meter Testing:**

In addition to the fees set forth above, the city shall charge a \$25.00 meter test fee when requested by a utility customer. If the meter is inaccurate the test fee shall be refunded.

Please fill out the form below, **completely**.

Name: \_\_\_\_\_ Spouse: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Street Address #: \_\_\_\_\_ Account Number: \_\_\_\_\_

Driver's License: \_\_\_\_\_ (We will need to make a copy of your Driver's License)

Phone Number: \_\_\_\_\_ (Emergency) Phone Number: \_\_\_\_\_

Starting Meter Reading: \_\_\_\_\_ Paid by: Cash \_\_\_\_\_ Money

Order \_\_\_\_\_

Check \_\_\_\_\_ Card# \_\_\_\_\_

**PURPOSE**

- I. The City of Ropesville is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water enforces these restrictions to ensure public health and welfare. Each retail customer must sign this agreement before the City of Ropesville will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of the agreement.

**RESTRICTIONS**

- II. The following unacceptable practices are prohibited by State regulations.
  - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources 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 the public drinking water supply is permitted.
  - D. No pipe or pipe fitting which contains more than 0.25% 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 installation or repair of plumbing at any connection which provides water for human use.

**SERVICE AGREEMENT**

- III. The following are the terms of the service agreement between the City of Ropesville (the 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 is connected to the Water System.
- B. The Customer shall allow property to be inspected for possible cross connections and other potential contamination hazards. 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 connections or other potential contamination hazards exist; or after any major changes to the private water distribution 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 potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards 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 shall be provided to the Water System.

**ENFORCEMENT**

- IV. If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, 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: \_\_\_\_\_

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