

## **City of Bullard**

### **Utility Billing Policies & Procedures**

#### **Establish New Service**

##### **Option 1:**

Please come by City Hall:

- Fill out Residential Utility Service Application
- Bring a valid picture ID (Driver's License)
- Pay a deposit by cash, check, money order or credit/debit card (Master Card, VISA, Discover or American Express)

##### **Option 2:**

Download the Residential Utility Service Application, fill it out and return it to City Hall in one of the following ways:

- By mail to City of Bullard, P.O. Box 107, Bullard, TX 75757
- By fax to (903) 894-8163
- By e-mail to [utilities@bullardtexas.net](mailto:utilities@bullardtexas.net)

You will need to include a copy of your Driver's License.

**Your deposit must be received by the Utility Billing Department before service will be established.**

#### **Customer Deposits**

Each residential utility customer is charged a \$150.00 deposit. Of that amount, \$25.00 is a nonrefundable service charge. \$100.00 is refundable when the account is closed out, less the amount due on the final bill.

Each commercial utility customer is charged a \$225.00 deposit. Of that amount, \$25.00 is a nonrefundable service charge. \$200.00 is refundable when the account is closed out, less the amount due on the final bill.

#### **Poly-cart Delivery**

For a new home, a poly-cart will be delivered on the day the service is to be started. The poly-cart will remain with the home when and if a resident moves to a new address. Residents who remove the poly-cart when they move will be billed the replacement value of the item(s). An additional poly-cart can be requested at a cost of \$5.02 plus tax per month.

#### **Disconnect Service**

In order to disconnect service, please complete and submit a Disconnect Utility Service Application. This form may be requested in person or by e-mail, or may be downloaded from the City's website.

#### **Transfer Service**

If a utility customer moves from one service address or another within the water service area of Bullard, they may transfer service from one account to another. Fill out a Transfer Utility Service form and return it to City Hall. The customer deposit will be transferred to the new service address account. A \$25.00 service fee will be added to the new service address account.

### **Service Deadline**

Applications for same day service for new connects, disconnects and transfers must be received by 3:00 PM. Any applications that are received after 3:00 PM will be processed the next business day.

### **Billing**

Billing cycles are from the last day of the month to the next. Water bills are mailed out on or about the 5<sup>th</sup> day of the month and are due on the 17<sup>th</sup> of the month. If payment is not made by the 17<sup>th</sup>, a late fee of 10% of the amount due will be added to the account on the 18<sup>th</sup>. If the 17<sup>th</sup> falls on the weekend, the due date will be the following Monday.

If the water bill is not received by the 10<sup>th</sup> of the month, please call the Utility Billing Department at (903) 894-7223 Ext 101. Late notices will be mailed out on or about the 18<sup>th</sup> of the month. If payment still has not been received by the last day of the month, service will be disconnected on the morning of the 1<sup>st</sup>. A disconnect fee will be added to the account in the amount of \$35.00. The account balance plus the \$35.00 disconnect fee must be paid before service will be reconnected. If service is reconnected after 4:30, an "after hours" fee of \$30.00 will be charged to the account for a total of \$60.00 for "after hours" reconnection.

For customers who choose to bill their bills using on-line banking, please note that the customer's bank will send a paper check to the City by US Mail. Payments are not posted to the account until they are received and processed by the City. Actual receipt of the check may take up to 10 days from the time the customer's bank deducted the funds from their account. Example: If the date on the check from the bank is the 17<sup>th</sup> and the payment is received by the City on the 18<sup>th</sup>, it is considered late; and a late fee will be added to the customer's account.

A fee of \$30.00 will be charged on all returned checks. The customer will be notified; and if the check is not paid, service will be disconnected on the 1<sup>st</sup> of the month. No subsequent checks will be allowed after the 2nd returned check.

A drop box is available on the north side of City Hall for night and weekend payments.

### **Automatic Bank Draft**

Customers can sign up for automatic bank draft as a convenient way to pay their utility bill. There is no cost to the customer, and the payment will be automatically drafted from the customer's account on the 17<sup>th</sup> of each month. The customer will continue to receive monthly bills informing them of their usage and amount to be drafted from their bank account. To sign up for automatic bank draft, please fill out the Draft Authorization Form and return it to City Hall. The form can be requested in person or downloaded from the City's website.

### **On-line Payments**

Customers can pay their utility bills on-line by going to our website [www.bullardtexas.net](http://www.bullardtexas.net) . The on-line payment link is on the Utility page under Departments.

### **Trash Pickup**

Trash pickup service for the City of Bullard is contracted by Republic Services. Trash is picked up each Friday. Poly-carts need to be out by the curb by 7:00 AM. Only trash secured in trash bags in the poly-

carts will be picked up. No items left beside the poly-carts will be picked up. Trash left in personal trash cans will not be picked up. Only trash in poly-carts from Republic Services will be picked up.

The following items will not be picked up:

- Car/truck/farm/heavy equipment batteries
- Whole tires
- Oil
- Appliances with refrigerant (Freon), air conditioners, refrigerators, freezers
- Liquids
- Hazardous material
- PCB's
- Out of State material

If a holiday falls on Friday, then the trash will be picked up the following day.

There is a dumpster located behind City Hall for recycled items.

Each customer is allowed one free trip to the landfill in Jacksonville each month. The customer's water bill will be required as proof of residency.

Bulky item pick up is offered to all residents who are City of Bullard utility customers monthly. Every 2nd Thursday, of each month, all residents living to the west side of 2493 (except Windsor Estates residents) will have Bulky Item Pick Up services. Every 4th Thursday of each month, all residents living to the east side of 2493 (plus Windsor Estates residents) will have bulky item pick up services. Large items can be brought to City Hall and dropped off. The customer's water bill will be required as proof of residency. The items listed above will not be allowed at the bulk drop off. Please call City Hall at (903) 894-7223 Ext 101 for exact dates and times.

#### **Meter Re-Reads**

A \$20.00 fee will be charged each time a customer requests verification of a meter reading and the reading is verified as correct. If the original reading is found to be incorrect, the customer will not be assessed this fee.

#### **Adjustments**

If a customer experiences a water leak, they can request an adjustment on their water bill. The Utility Billing Adjustment Application needs to be filled out and turned in along with a copy of the receipt showing proof that the water leak has been repaired. If the City notifies the customer of a leak, a customer has 15 days to repair the leak and request an adjustment. One adjustment per year is allowed for each utility account. The measuring time frame is a calendar year.

#### **Account Name Changes**

If it becomes necessary for the customer name to be changed on an account, the current account holder must fill out an Account Maintenance Request Form.

#### **Landlords**

Landlords renting their property out to tenants must pay a utility deposit for each property they own, up to \$500.00 in total deposits. The utility deposit will remain with the account until such time as the landlord sells the property. When one of the landlord's tenants disconnects service, responsibility for the water usage on the property will automatically revert back to the landlord until a new tenant sets up another account.

### **Meter Tampering Charge**

There will be a \$100.00 meter tampering charge per incident when meter tampering is found to have occurred. This charge will be applied to the responsible party's account for the property in question if service restoration is performed by anyone (including licensed plumbers) other than City of Bullard staff. This fee will be in addition to any fines and/or civil penalties charged.

If tampering occurs at a residence one or more times, the City has the right to remove the water meter. If meter removal occurs due to tampering, the customer will be assessed \$250.00 at the time of service restoration, plus applicable fees for any required repairs if damage to the lines, meter or box occurred. Service restoration will occur when the account balance is paid in full.