

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 Rental 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

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 maybe 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 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 1st odd years), Annual Dangerous pet \$50 per year (Expires annually October 1st), Breeders license \$25 every 2 years (Expires Oct 1st, 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 325-597-0639.

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# _____

2ND APPLICANT NAME (Last, First, Middle) _____

DRIVERS LICENSE # _____ D.O.B. _____

EMPLOYER _____ WORK PHONE# _____

3RD 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.

The Texas Legislature (H.B. 872) requires publicly-owned utilities to make customer's address, phone number and/or billing information confidential unless the customer requests to make such information public.

I want to release personal information and/or billing information to the public. (Request for Disclosure of Information form required).

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 affords the utility customer to request removal (or decline installation) of any product or service (including a digital electric meter) that the customer deems harmful to their person, property, or privacy, if such service meter is on customer property. Unless so stated below, 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 _____

2ND APPLICANT SIGNATURE _____ DATE _____

3RD APPLICANT SIGNATURE _____ DATE _____

ACCEPTED BY _____ DATE _____ APPROVED BY _____

OLD ACCOUNT # _____ NEW ACCOUNT # _____

REQUEST FOR DISCLOSURE OF INFORMATION

Maintained by the City of Brady Utilities

Information in your City of Brady Utilities Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage is generally excepted from disclosure under Texas Government Code, Chapter 552(Public Information Act).* However, the Texas Utility Code, Chapter 182(Rights of Utilities Customers) provides that a customer of a government-operated utility may request that the government-operated utility disclose personal information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage. Additionally, a customer or a representative of the customer may receive information excepted from disclosure if information directly relates to utility service provided to the customer and is not otherwise confidential by law.

This form enables you to request disclosure of certain information of certain information under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, *please check the boxes below that apply and return this form.*

I authorize the City of Brady Utilities Department to disclose:

- my personal information and/or
- information regarding my usage, services and billing, including amounts billed or collected for utility usage to:

Name: _____

Address: _____

Driver's License No.: _____

I authorize the City of Brady Utilities Department to release my account information to the public upon written request by any member of the public.

You may rescind your request for disclosure by providing the City of Brady Utilities Department written notice. A government-operated utility or an office or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Chapter 182, Subchapter B.

Signature: _____ Date: _____

Account Number: _____

*Confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.



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 (\$30.00) 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: _____



UTILITY INFORMATION AND REGULATIONS

PAYMENT is due at the Brady Utility Department before 5:00 pm on the due date indicated. 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, by automatic bank draft, or by phone at 1-866-795-5938.

RETURN CHECK PROCEDURE: There is a \$30.00 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: _____



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: _____



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

