

**CITY OF DAYTON
RESIDENTIAL, COMMERCIAL
GENERAL SERVICE INFORMATION**

SETTING UP YOUR NEW ACCOUNT

City Hall is located at 117 Cook Street. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. To make sure your account is set up properly, you must provide your correct service and mailing address. Water service will be turned on from 8:00 – 11:00 a.m. and 3:00 to 4:00 p.m. **WATER SERVICE WILL NOT BE TURNED ON AFTER 4:30 P.M.**

DEPOSITS

Residential and small commercial rental property requires a \$150.00 deposit. Large commercial meters and multiple units require a \$200.00 deposit. It must be paid before services can be turned on. Deposits are kept until service is terminated and draws no interest.

BILLING PROCEDURE

A base charge for water is \$21.00 with 2000 gals. After 2000 gals, charge is \$3.55 per 1000 gals. A base charge for sewer is \$21.00 with 2000 gals. After 2000 gals, charge is \$3.55 per 1000 gals. Residential garbage charge is \$17.70 plus \$1.46 tax for twice a week pickup. Ask or call 936-258-2642 for commercial garbage container prices, sizes and pickup billing date. If payment is not received on/or before the due date, a penalty of 10% will be assessed and a courtesy Disconnect Notice will be mailed giving you 10 days to pay before services are disconnected. If you find that for some reason you are unable to pay by the disconnect notices date, call for an extension to prevent your water services from being interrupted. Extensions of over 10 days will not be granted.

DISCONNECTION FOR FAILURE TO PAY WHEN DUE

Once service has been disconnected, the past due amount must be paid plus \$25.00 reconnection fee. Service will be reconnected as soon as possible after payment has been made. Please do not try to remove a lock from a meter by force. If any damage occurs to the lock, you will be charged \$25.00 for the damaged lock. If any damage occurs to the valve, you will be charged \$50.00 for repairs. If a meter is pulled due to a cut/tampered lock, you will be charged \$125.00 for the pulled meter. If you are charged for any damages, cut-lock, valve replacement, or pulled meter, and it is found that water is being acquired without the consent of the City, it could result in charges possibly filed against you in Municipal Court for theft of services.

IN CASE OF AN EMERGENCY

If an emergency arises on a weekend or after 5:00 p.m., call 936-258-7621 for assistance. For emergency calls that are not the City of Dayton's responsibility, you will be charged a service charge for the call.

WHEN A PERMIT IS REQUIRED

When plumbing fixtures are added to an existing structure or when any new lines are laid, a plumbing permit must be taken out. All new construction also requires a permit before work can begin and must be inspected during construction and prior to completion.

CLOSING YOUR ACCOUNT

Be sure and call our office when you move, for a final meter reading. Remember, the account will stay in your name until you contact us or a new customer moves in. Final bills and refunds usually go out 4 to 6 weeks after service is terminated.

LEAKS

The major reason for high water bills is leaks. If your bill goes up unexpectedly, check for leaks around your meter and in the yard. The most common problem is a leaking commode fixture. A 1/16" leak will use 690 gallons of water in 24 hours. Sometimes they only leak occasionally and are very difficult to detect.

There is a \$10.00 charge to reread a meter, if the reading is found to be correct. If you feel your meter has been misread, it is best to check the reading yourself before calling in. Look at the little red triangle on the meter and if it is turning, and you have all your faucets, etc. turned off, that it indicates you have a leak.

WATER WASTE AT 40 LBS. PRESSURE

A 1/32" LEAK WASTES 80 GALLONS IN 24 HOURS
A 1/16" LEAK WASTES 690 GALLONS IN 24 HOURS
A 1/8" LEAK WASTES 2,760 GALLONS IN 24 HOURS
A 1/4" LEAK WASTES 11,030 GALLONS IN 24 HOURS

By signing, I understand that I am responsible for this account, that a service charge may be imposed for any returned checks, and that all bills must be paid on or before the due date or be subject to a late charge and or possible termination.



Applicant's Signature

Date


Account #: _____



Service Name and Address: _____

- I. **PURPOSE.** The City of Dayton, Texas is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. **Each customer must sign this agreement** before the City of Dayton, Texas will begin water service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **RESTRICTIONS.** 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 back flow prevention device that has been properly installed and tested.
 - 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 back flow device that has been properly installed and tested.
 - 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 .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 the installation or repair of plumbing at any connection which provides water for human consumption.
- III. **SERVICE AGREEMENT.** By signing this document you are verifying that you are aware and agree to the terms of this water service agreement with the **CITY OF DAYTON, TEXAS.**
 - A. The Water System will maintain a copy of this agreement as long as the customer and or the premises are connected to the Public Water System.
 - B. The Customer shall allow his/her property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by a designated representative of the Public Water System 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 plumbing or water distribution facilities. The inspections will 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 re-inspection.
 - D. The customer shall immediately remove or adequately isolate any potential cross connection or other potential contamination hazards on the premises.
 - E. The Customer shall, at their own expense, have any back flow prevention device properly installed, tested, and maintained, as required by the Water System and/ or State regulations. Copies of all testing and maintenance records shall be provided to the water system.
 - F. The Customer shall provide a copy of annual testing and maintenance report for all reduced pressure-zone devices and fire line systems. Residential Customers are required to maintain irrigation backflow prevention devices in good working order (double check valves), but are not required to submit annual inspection and maintenance reports.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of this **Service Agreement**, the Water System shall, at its option, either terminate water 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.

X _____
Customer's Print Name

X _____ 
Signature DATE

I. EXPRESS CONSENT TO CONTACT. The Telephone Consumer Protection Act requires that consent must be obtained before contacting a customer on their wireless telephone. As part of our service, calls may be placed to you in connection with this water service agreement with the City of Dayton.

By signing this form, we have your expressed permission to contact you on any wireless number on file with regards to your water service with the City of Dayton. In addition, you agree that we and/or a third-party debt collector may contact you by telephone or text message at any telephone number associated with your account, including wireless telephone numbers which could result in charges to you, in order to service your account or collect any amount owed to us.

You may withdraw the consent to be contacted on your wireless telephone numbers or opt-out any time by written notice, by email, via telephone or by any other reasonable means by contacting the Water Department at the City of Dayton.

If you provide a wireless telephone number on or in connection with this account, you represent and agree you are the wireless subscriber or customary user with respect to the wireless telephone number(s) provided and have the authority to give this consent.

Your consent includes contact from companies working on our behalf to service your account.

I AGREE

I DISAGREE

PRINT NAME

SIGNATURE

DATE 