

WELCOME TO THE CITY OF FLATONIA!

We are pleased to be able to provide the electric, water, wastewater and trash services to our community.

❖ UTILITY BILLS

- Your utility bill contains all of the charges to your account for electricity, water, wastewater, and trash pickup.
- Utility bills are mailed out the last day of each month. If you do not receive your bill, please contact City Hall; we will be able to give you the amount of your bill so that you may pay it on time. YOU are responsible for your account with the City. Failure to receive a bill does not exempt you from your responsibility to make your payment by the due date.
- Payments are due on the 10th of each month. There is a drop box at the front door of City Hall for your convenience. If the 10th falls on a weekend or holiday and your payment is in the drop box **BEFORE** the office opens on the next business day, it is considered to be on time. Payments mailed in must be postmarked **ON OR BEFORE** the 10th to be considered on time. All payments not received on time will have a 10% penalty assessed to the bill.
- FREE ACH Drafts—The City can draft your bill automatically from your checking account with your authorization. Please ask for an application form.
- We offer an “Average Payment Plan (AMP)” for those interested in balanced billing.
- Cut-off notices are mailed to all accounts not paid on time. Your utilities will be disconnected for non-payment if your bill is not paid by the date posted on your notice. There is a \$25.00 administrative fee to reinstate your utilities.
- There is a \$35.00 fee on returned checks.
- If you live outside of the city limits, you are responsible for reading your own meter(s). Please bring these readings when paying your bill or call them in by the 14th of the month. If you do not provide your readings, the city will estimate your usage for two months only. The third month, you will be charged a @\$10.00 reading fee per meter.

- For a utility emergency after normal business hours, please contact City Hall at 865-3548. Our answering service will take your utility emergency information and contact the City's on-call personnel.

❖ **TRASH**

- Residential garbage is picked up once per week:
FRIDAY
- You are allowed **1 CART and 1 EXTRA CONTAINER of 20 lbs or 30 gallons maximum** per service visit.
- Grass, leaves, limbs and other yard waste must be bagged or tied in bundles not exceeding 4 feet in length or 20 pounds in weight. This will be part of the weekly service limit, your 1 extra container.
- In order for your garbage to be picked up **YOU MUST:**
 1. Have your cart and container out by 7:00am on your service day
 2. Have your cart and container placed within 2 feet behind the edge of the street or curb in plain view ---TDS employees cannot go on your property to collect trash.

DO NOT PLACE valuable items (lawn chairs, bicycles, toys, etc.) near trash containers.

Please notify City Hall at 865-3548 before 2pm (or as soon as possible) if your trash is not picked up on your regularly scheduled day.

❖ **LIMB CHIPPING**

- Call City Hall to request our chipping service.
 1. Only limbs 6 inches in diameter or smaller will be picked up.
 2. Limbs must be neatly stacked with the cut end towards the street.
 3. Do not mix trash such as metal, nails, wire or lumber in the stack.
- There is a minimum charge of \$15.00 for the first 15 minutes of chipping, plus \$15.00 for each additional 15 minutes or portion thereof.
- During both Spring and Fall City Wide Clean-up, all utility customers may place limbs out for chipping. The first 15 minutes of chipping will be at no charge; however, \$15.00 will be charged for each additional 15 minutes or portion thereof.

If you have any questions, please contact City Hall at (361) 865-3548.

CITY OF FLATONIA

RESIDENTIAL SINGLE STREAM RECYCLING INFORMATION

What is recyclable and what is not? Remember, the new recycle carts are for recyclable items only. If trash is put in them, the recycle cart becomes contaminated and will not be collected.

These NON-recyclable items must not be put in your recycle cart:

plastic bags

food

garbage

styrofoam

clothing

motor oil bottles

pet food bags

aerosol cans

light bulbs

CDs or DVDs

coat hangers

garden hoses

containers with food remaining

batteries



These items are safe to recycle:

PAPER PRODUCTS

magazines

catalogs

envelopes

sticky notes

file folders

newspaper

CARDBOARD/BOXBOARD

cereal boxes

cookie boxes

food boxes

shipping boxes

shoe boxes

EMPTY CONTAINERS

soda cans

water bottles

food containers

yogurt containers

soup or tuna cans

glass bottles

IMPORTANT: If you find your recycle cart with a **yellow tag**, that means you have non-recyclable items in your cart and have 1 week to remove the non-recyclable items. If the resident cannot or will not remove the non-recyclable items, TDS will then return to swap the recycle cart the next recycling pickup day. If a customer continues to contaminate their recycle cart after notification has been given to them, TDS will pick up the recycle cart due to misuse and the customer will no longer be able to participate in the recycle program. There will be a \$35.00 fee to return a recycle cart to the customer and reinstate them to the recycle program.

Remember to recycle every other Friday, refer to calendar on back

 : Recycling |  : Trash |  Holiday

January 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

February 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

March 2020

| S | M | T | W | T | F | S |
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| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |

April 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 1 | 2 |

May 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | 1 | 2 | 3 | 4 | 5 | 6 |

June 2020

| S | M | T | W | T | F | S |
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| 31 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 1 | 2 | 3 | 4 |

July 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

August 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | 1 | 2 | 3 | 4 | 5 |

September 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 30 | 31 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |

October 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

November 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |

December 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |



City of Flatonia
P.O. Box 329
125 E South Main St.
Flatonia, TX 78941
Phone – 361-865-3548
Fax – 361-865-2817
Email – cityhall@ci.flatonia.tx.us

Utility Deposit Information

Name to be on Account: _____

Physical Address: _____

Mailing address if different: _____

Phone Number of Contact: _____

Date to turn on utilities: _____

_____ Date: _____

By signing, I understand that I am responsible for this account.
I acknowledge that I have received the letter of information for new customers. _____

FOR OFFICE USE ONLY

Account # _____
TDS # _____
ID# _____ DL# _____ Other _____

Residential Rental

- \$300 electric
- \$75 water
- _____ Total

Residential Owner Occupied

- \$200 electric
- \$50 water
- _____ Total

Small Commercial

- \$200 electric *
- \$75 water *
- *Or amount equal to 2 months' billing, which, ever is greater based on historical averages
- _____ Total

Large Commercial

- To be determined by an average of two months of usage by previous business
- _____ electric
 - _____ water
 - _____ Total

Type of business: _____

Approval by Code Enforcement Officer: _____

Notice of Confidentiality

House Bill 859, effective September 1, 1993,
Requires "government-operated" utilities to notify
customers of their right to confidentiality.

You are hereby informed that you have the right to request confidentiality of your personal information contained in our records. Personal information is defined as an "individual's address, social security number, drivers' license number and telephone number". Please be aware that you also have the right to rescind a request for confidentiality. To exercise your rights, please complete the information requested on this form.

Account Number: _____

Name: _____

I hereby request confidentiality of my personal records.

I hereby rescind my request for confidentiality

Date: _____

Signature of person named on account: _____

City of Flatonia Water Service Agreement

I. PURPOSE:

The City of Flatonia is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The City Utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Flatonia will begin service to their address. In addition, when service to an existing connection has been suspended or terminated, the City Utility will not reestablish service unless it has a signed copy of this agreement.

II. PLUMBING RESTRICTIONS:

The following undesirable plumbing practices are prohibited by State of Texas 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 condensing, cooling or industrial process 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 the installation or repair of plumbing at any connection which provides water for human use.

III. SERVICE AGREEMENT:

The following are the terms of the service agreement between the City of Flatonia and

printed name of customer

- A. The City of Flatonia 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 his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the City of Flatonia or its designated agent prior to initiation of

service and periodically thereafter. The inspections shall be conducted during the City of Flatonia's normal business hours.

- C. The City of Flatonia shall notify the customer in writing of any cross- connections or other undesirable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
- D. The customer shall immediately correct any undesirable plumbing practice on his property.
- E. The customer shall, at his expense, properly install, test and maintain any backflow prevention device required by the City of Flatonia. Copies of all testing and maintenance records shall be provided to the City of Flatonia.

IV. ENFORCEMENT:

If the customer fails to comply with the terms of the Service Agreement, the City of Flatonia shall, at its option, either terminate service or property 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.

Date

Printed Name of Customer

Customer Signature

Physical address of property where service is to be connected