



308 W. O’Buch, Valley View, Texas 76272  
940-726-3740  
CityofVV.com

**OFFICE HOURS:** 7:30 a.m. to 5:30 p.m. Monday – Thursday  
7:30 a.m. to 11:30 a.m. Friday

**BILL PAYMENT OPTIONS:**

**IN PERSON:** City Hall  
308 W. O’Buch  
Valley View, TX 76272

**BY MAIL:** City of Valley View  
P.O. Box 268  
Valley View, Texas 76272

**NIGHT DROP:** Located on the right side of the front door.

**GENERAL INFORMATION**

**Residential Service Deposit:** A \$200 deposit for water connection is required. Plus, a \$50 Admin Fee (Nonrefundable) for all water connections.

**Commercial Service Deposit:** A \$400 deposit for water connection is required. Certificate of Occupancy or active building permit is required prior to any utility connection. Plus, a \$50 Admin Fee (Nonrefundable) for all water connections.

**Special Service Fees:**

- A service fee of \$35.00 will be applied to all returned checks.
- If payment is not made by the close of business on the 27<sup>th</sup> day after the bill date, a disconnection of service request will be processed for the account and a service fee of \$100.00 will be added to the account.
- Additional charges are assessed for after-hours connections due to being disconnected for non-payment of \$100.00.

**Temporary Service Interruption:** If you are going to be out of town for three (3) months or longer, you may temporarily put a “hold” on your garbage collection. There will be a \$25.00 fee to collect your trash receptacle and a \$25.00 fee to deliver the receptacle back to your home.

Temporary disconnects for water/wastewater are not available. Customer will be responsible for monthly base minimum rate.

**Access: the City MUST have SAFE access to the meter, this includes dogs.** Estimated readings may be billed and the customer will be responsible for any discrepancies. If you need to leave a gate code or key, please contact City Hall. The City is not responsible for any damage to fences, etc. caused when accessing inaccessible meters.

**Notice of Moving required:** Anyone moving out of any residential or commercial premises where water, wastewater, or solid waste service is provided must notify the City of such a move 24 hours in advance to ensure proper billing. You must come in person with a copy of your government issued picture identification to fill out a move-out form. Request must include a forwarding address and the date you would like your service disconnected.

### **LATE FEE AND COLLECTION POLICY**

1. The City of Valley View is not responsible if utility bills are not received by mail. It is the applicant's responsibility to submit payments on time.
2. All utility payments must be received at City Hall by the close of business on the 15<sup>th</sup> day after the bill date (typically the 15<sup>th</sup> of the month). When this date falls on a city non-workday, payments are due by close of business the following business day.
3. Any account not paid by the due date is considered past due and a late penalty will be applied.
4. Disconnect notices will be processed on the morning following the due date for the month.
5. **Utility bills not paid by close of business on the 27<sup>th</sup> day after the bill date WILL RESULT IN DISCONNECTION of service and a service fee of \$100.00 will be applied to the account.** After the close of business on the 27<sup>th</sup> day of the month, service fees apply even if services are not disconnected before the bill is paid. If the 27<sup>th</sup> day of the month falls on a City non-workday, disconnection requests will be processed on the following business day. **After-hours fees are \$100.00 in addition to all balances due.** After-hours fees apply beginning one hour prior to close of business, or on Saturday, Sunday, holidays, etc.
6. **Payments made online take up to five (5) business days to post to the account. This may result in late fees being added to the account. In addition, customers subject to disconnection, or accounts that have been disconnected, should make any payment in person to prevent disconnection of services or restore services.**
7. **Tampering Fee** – Per Sec. 4.102 of the City's code of ordinances, in the event the user or customer or his/her agent restores water services after service has been disconnected by the City, or the user or customer or his/her agent tampers with the water meter in any manner, based on the best estimated time that tapering occurred, an average usage fee will be charged. All vehicle, man-hours, and equipment replacement costs will also be charged. **A tampering fee of \$200.00 will be collected in addition to any service fees.**



**UTILITY SERVICE APPLICATION AND AGREEMENT**

AGREEMENT made this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, between the City of Valley View and applicant(s) below:

\_\_\_\_\_  
Service Address Date to Start Service

\_\_\_\_\_  
Mailing Address (if different from service address)

\_\_\_\_\_  
Applicant's Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Driver's License Number State

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Home Phone Cell Phone

Previous Service in the City of Valley View: Yes or No – If Yes, Address:

\_\_\_\_\_  
In order to comply with the Federal Trade Commission's Identity Theft Prevention Program, applicants will need to appear in person at City Hall and provide a valid form of government issued photo identification.

New customers are required to complete an application and place a deposit to set up new service. These services include water, wastewater and garbage.

Current customers moving from one location to another must pay the current balance at old address, in addition to a \$50 service fee, before service can be activated at the new address.

By signing this Utility Application Agreement, I agree that I am responsible for utilities at the above address from the date new service is connected through the date of any voluntary or involuntary disconnection of services.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
City of Valley View Date



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4. Disconnect notices will be processed on the morning following the due date for the month.
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**I have received a copy of the late fees and collection policy from the City of Valley View and read the policy. I understand and agree to the conditions as stated.**

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**Signature of Applicant**

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**City of Valley View**

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**Date**



## **SERVICE AGREEMENT**

1. **PURPOSE:** The CITY OF VALLEY VIEW (the “CITY”) 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 utility enforces these regulations to ensure the safety of the public health and welfare. Each customer must sign this Service Agreement before the CITY begins services. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless a copy of this Service Agreement has been signed and on file with the CITY.
  
2. **PLUMBING RESTRICTIONS:** The following unacceptable plumbing is 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 airgap 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 airgap 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 8.0% 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.
  
3. **ADDITIONAL TERMS:**
  - a) The CITY will maintain a copy of this Service Agreement, at a minimum, as long as required by the Texas State Library and Archives Commission.
  
  - b) The customer shall allow the property to be inspected for possible cross connection and other unacceptable plumbing practices. These inspections shall be conducted by the CITY or its designated agent prior to initiating new water service; when there is reason to believe that cross connection or other unacceptable plumbing practice exists; or after any material change to the

private plumbing premises. The inspection shall be conducted during the CITY'S normal business hours.

- c) The CITY shall notify the Customer in writing of any cross connection or other unacceptable plumbing practice which has been identified during the initial inspection.
- d) The customer shall immediately correct any unacceptable plumbing practice on the premises.
- e) The customer shall, at the customer's sole expense, properly install, test, and maintain any backflow prevention device required by the CITY. Copies of all testing and maintenance records are to be provided to the CITY within 7 business days of the customer receiving such record(s).

4. **ENFORCEMENT:** If the customer fails to comply with the terms of the Service Agreement, the CITY may, at its sole discretion, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any costs incurred by the CITY on the customer's behalf to ensure compliance with this Service Agreement shall be billed to the customer on the next billing cycle.

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CUSTOMER'S SIGNATURE

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PRINTED NAME

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DATE

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ADDRESS

# NOTICE

## Request for Disclosure of Information Maintained by the City of Valley View Utilities Department

Information in your City of Valley View 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 Utilities 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 in a customer's account record, including the customer's address, or any 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 the 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 under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below and return this form.

### Release of Information:

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

- I authorize the City of Valley View 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 Valley View 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 Valley View Utilities Department with written notice. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Chapter 182, Subchapter B.

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.