



Dear Utility Customer,

The City of Mason welcomes you as a new utility customer. The following documents are needed to provide service to residents.

1. If renting, a copy of lease agreement or letter from owner of property. All tenants over the age of 18 will need to be listed living at the residence.
2. Photo I.D. for anyone over the age of 18 living at the residence.
3. Completed application for service. All parties over the age 18 will need to have signed the application page in appropriate areas. These documents can be printed and are following this letter.
4. Deposit for service must be made. Residential deposit is \$300.00, Connect fees \$25.00.

All applications will need to be completed, deposit and connected fee paid prior to 2pm to ensure same day connection of services. If the property needing service is currently disconnected an inspection may be required before service can be established. This could delay connection until Code Enforcement has released the property for service.

If you have any questions please contact the Utility Department at 325-347-6449

Thank you,
City of Mason Utility Department



RESIDENTAL UTILITY SERVICE
APPLICATION AND AGREEMENT
PLEASE PRINT

Name of Primary Applicant: _____ Date of Application: _____
(Responsible for all decisions regarding this account)

Name of Secondary Applicant: _____
(Spouse or other responsible adult in the household)

Service Address: _____

Mailing Address (if different): _____

City _____ State _____ Zip Code _____

Drivers License# _____ Home or Cell Phone _____

Employer _____ Work Phone: _____

Email Address: _____

Secondary Applicant:

Drivers License# _____ Home or Cell Phone _____

Employer _____ Work Phone: _____

Is this address:

☐ Rental if rental, give name of the landlord _____ Phone # _____

☐ Owned ☐ Other _____

Have you or the secondary applicant had service with the City of Mason before? ☐ No ☐ Yes If yes, when

_____ At what address: _____

I CERTIFY THE ABOVE INFORMATION IS CORRECT AND AGREE TO ABIDE BY THE TERM OF THE CITY OF MASON UTILITY ORDINANCE #05-293. I FURTHER CERTIFY I HAVE RECEIVED NOTIFICATION THAT THE CITY'S WATER IS IN VIOLATION OF EPA RADIUM STANDARDS.

Signature of applicant _____ Date _____

Signature of Secondary applicant _____ Date _____

A deposit is required before utility service will be provided. The deposit, upon request, will be refunded or applied to the account after the utilities have been paid for 24 consecutive billings unless:

- *Service has been disconnected for non-payment of bill*
- *And/or have been two (2) or more delinquent bills.*

Utility deposits, less the amount of the final bill, will be refunded if services are disconnected.

Initial _____

For Office Use Only

Account No: _____ Connect Date: _____

Deposit Amount \$ _____ Received By: _____



SERVICE AGREEMENT

The Texas Commission on Environmental Quality (TCEQ) requires that water suppliers have an agreement with every water customer that allows the supplier to check the customers system for possible cross connection between the customer's private lines and the public water system. A cross connection is a connection that may allow contamination to enter the public water system from the private system. Potential contamination must be prevented from entering the public system by either installing and annually testing a TCEQ approved back-flow device or utilizing a 6" air gap. Additionally, use of lead pipe (greater than 8%) or solder/flux containing more the 0.2% lead is prohibited. By signing this agreement, you are authorizing City officials to inspect your plumbing for possible cross connections. In the event a cross connection is located; the customer must immediately correct the problem with one of the methods mentioned above to prevent termination of service. Your cooperation in helping us maintain safe drinking water for you and your neighbors is greatly appreciated.

Customer's Signature _____ Date _____

Customer's Address _____ Acct# _____

City of Mason

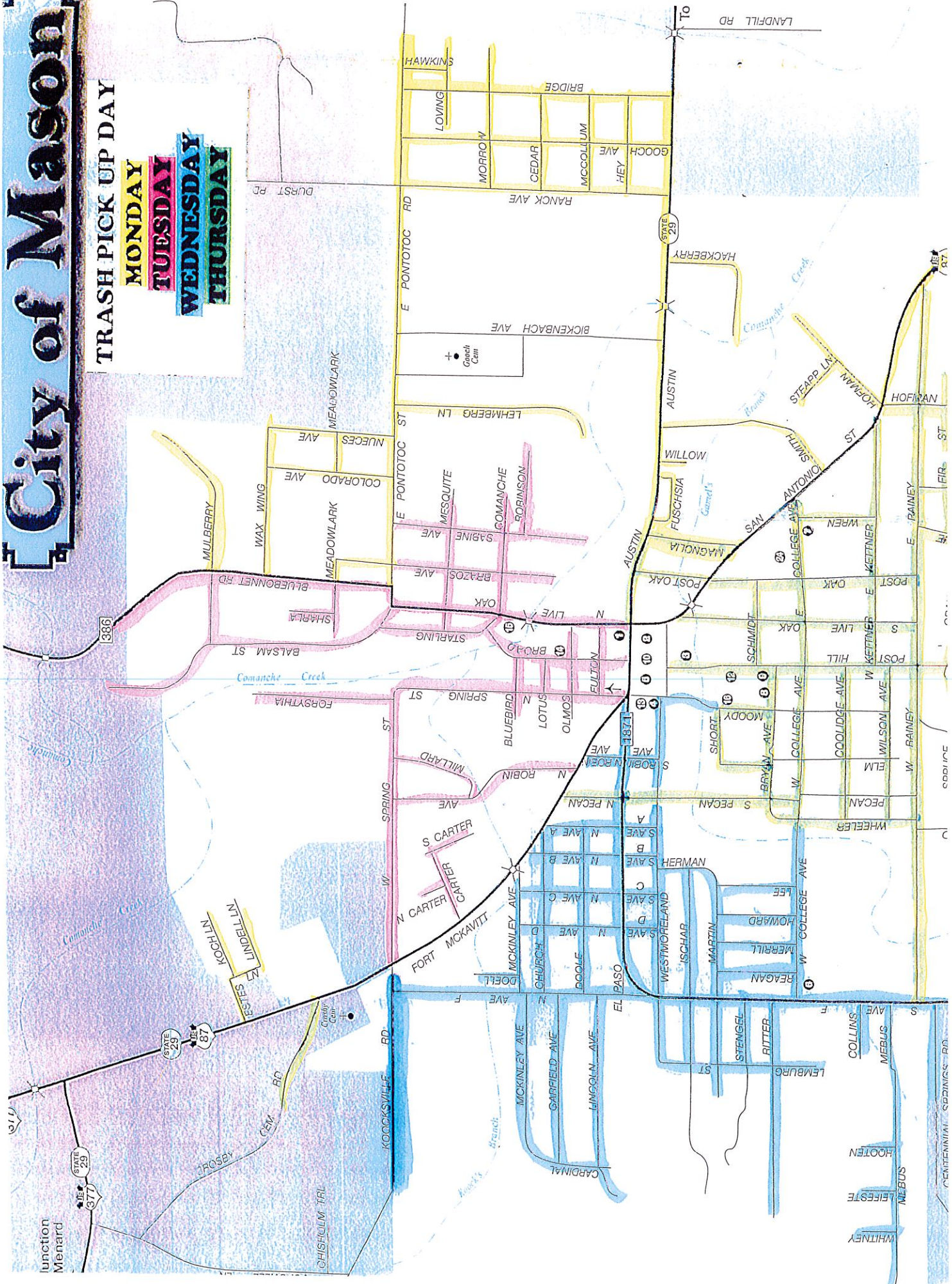
TRASH PICK UP DAY

MONDAY

THURSDAY

WEDNESDAY

TRIMMER





Utility Billing

All Utility Bills are due in the office by the 15th of the month. A late penalty of 5% of the unpaid balance will be charged on the 16th. The Late Notice will have the date Red Tags will be hung and the disconnect date. There is a \$15.00 charge added for Red Tags. If utilities are disconnected for non-payment there is a \$25.00 charge to re-connect. We accept Cash, Checks, and Debit / Credit Cards.

TO RECEIVE YOUR UTILITY BILL ONLINE OR TO PAY ONLINE WE NOW OFFER E-BILL AND E-PAY

Log on - www.mason.tx.citygovt.org

Instruction for Registering E-Bills and Paying Online

REGISTERING FOR E-BILLS

1. Click- View/Pay Red Button, Register, Enter ALL Info And Continue To Next Page- That Is An Information Page Only.
2. You Will Then Receive An E-Mail With A Verification Code. On The Verification E-Mail, Copy The Code Then Click On The Link Listed, That Will Take You To The Page Where You Enter (Paste) The Verification Code.
3. If Registering For E-Bill Click VIEW & PAY, Next Click "Add An Account", Enter Information (Pin# Is 5 Digit Number To The Left Of Stamp On Bill) Or Call Us @ 347-6449. Next Enter the Last 4 Digits of Your SS# that serves as your signature, Click I Agree. You Are Now Set To Receive Your City Of Mason Utility E- Bill Online.

IF JUST PAYING - Follow Steps 1 & 2 Then Click On PAY OTHER ITEMS. You Will Need Your Account #

PLEASE NOTE THERE IS A 3% PLUS \$0.35 CHARGE TO PAY ONLINE THIS IS CHARGED BY OUR MERCHANT AND NOT BY THE CITY.

** We do offer automatic withdraws on the 5th of the month. If you are interested please contact the office.

Register Pets

All pets **must** be registered with the City. Please bring proof of vaccination; there is a charge of \$3.00 and it is good for 3 years.

Meter Access

You are responsible for providing safe access to all utility meters located on your property at all times. As your utility provider, we strive to collect accurate meter readings monthly so that your billed charges reflect your current consumption used. If your meters are not accessible, the City of Mason will not be able to service your meter appropriately.

Please note the following are common problems that we would like to make you aware of:

1. Dog too close to meter
2. Locked gates allowing access to meter
3. Physical obstacles

Although we generally read meters on the 10th of the month, bad weather, staffing changes, and unforeseen events make it impossible to adhere to this on a regular basis. Therefore, access to your meter must be made possible at any time during the workday.

If we cannot get to the meter we will estimate your billing charge. Once an accurate record of your consumption is obtained, we will adjust your bill amount to reflect underestimations/overestimations of the previous billing.

You may call the office at 325-347-6449 or bring in your meter read to the office anytime between the 10th and the 15th of the month.



*DIRECT
PAYMENT
PLAN*

We are pleased to offer you a Direct Payment Plan. Now you can have your payment deducted automatically from your checking or savings account. And, you won't have to change your present banking relationship to take advantage of this service. The Direct Payment Plan will help you in

Several ways:

- It saves time-fewer checks to write
- Helps meet your commitment in a convenient and timely manner-even if you're on vacation or out of town
- No lost or misplaced statements, your payment is always on time-it helps maintain good credit
- It saves postage
- It's easy to sign up for, easy to cancel
- No late charges

Here is how the Direct Payment Plan works:

You authorize regularly scheduled payments to be made from your checking account. Then just sit back and relax. Your payments will be drafted automatically on the 5th day of each month. And proof of payment will appear on your next statement. The authority you give to charge your account will remain in effect until you notify us in writing to terminate the authorization. The Direct Payment Plan is dependable, flexible, and easy.

All you need to do is:

1. Fill in your name, financial institution Name and location and date.
2. Attach a voided check for verification of all financial institution information. If you are unable to attach the voided check, please fill in your account number and routing number.

Date_____

Financial Institution

Name_____

Account Number_____

Routing Number_____

Institution City and State

Please Print Name_____

City of Mason Account #_____

Signature,_____

*Please keep a copy of the authorization for
your records*

**CONTACT THE BILLING OFFICE
IMMEDIATELY OF ANY CHANGES**

325.347.6440

POBOX68

MASON, TX 76856

FAX 325.347.5955

Dishonored Drafts:

If the City's draft is not paid by the bank for any reason (i.e. insufficient funds or Closed account), your account will be considered delinquent on the 16th day of the month, and the city can start the process to terminate your services. It is your responsibility to make sure that payment has been made.

ORDINANCE #14-326

AN ORDINANCE BY THE CITY COMMISSION OF THE CITY OF MASON ESTABLISHING RULES AND REGULATIONS FOR THE COLLECTION OF SOLID WASTE MATERIAL FROM RESIDENTIAL AND COMMERCIAL CUSTOMERS.

WHEREAS, the City Commission desires to provide for an efficient system for the collection of solid waste which will promote the public welfare and protect the health and safety of its citizens; NOW, THEREFORE, BE IT ORDAINED BY THE CITY COMMISSION OF THE CITY OF MASON, TEXAS:

SECTION 1. RESIDENTIAL CUSTOMERS

The following rules shall apply to **RESIDENTIAL** customers:

- a. Trash will not be collected unless it is placed in a trash container that can be reasonably emptied by the City's side arm automated trash collection truck. Trash cans are to be placed at or near a customer's property line which abuts a public street in a location that is acceptable to the City for the reach of the truck. Trash cans must be moved by the customer to a location that is away from the curb and not a visual nuisance, once trash collection has been completed each week. The City Administrator may, however, permit handicapped and/or elderly customers to place their trash at an alternate location.
- b. All trash must be placed in trash cans provided by the City and marked with the City's name and identifying number, or in plastic or metal trash cans owned by the resident;
However, the City takes no liability or responsibility for damage to non-complying trash cans and the use of 55 gallon metal barrels is prohibited.
- c. A customer is limited to two trash cans per scheduled pick-up, at the regular fees established in the published Rate and Fee Schedule of the City of Mason, and any additional cans may result in additional costs and monthly fees.
- d. Brush, tree limbs, leaves and grass clippings will not be picked up as part of the usual scheduled solid waste collection route
- e. Construction material and debris is prohibited and will not be collected.
- f. All hazardous material is prohibited and will not be collected.

SECTION 2. COMMERCIAL CUSTOMERS

The following rules shall apply to **COMMERCIAL** customers:

- a. Only dumpsters approved and authorized by the City may be used.
- b. Customers with small quantities of trash may place such trash in a trash can provided by the City and marked with the City's name and identifying number, at the customer's property line that abuts a public street or alley, provided that the customer complies with the appropriate rules for residential customers as set out above.
- c. All hazardous material is prohibited and will not be collected.

++TRASH CANS MUST BE OUT BY 7am ON DAY OF SCHEDULED PICKUP++

We greatly appreciate your cooperation