



502 Elm Street, Sanger, TX 76266  
940-458-7930  
utilitybilling@sangertexas.org

**OFFICE HOURS:** 7:30 a.m. to 5:00 p.m. Monday - Thursday  
7:30 a.m. to 11:00 a.m. Friday

**EMERGENCY CITY OF SANGER ELECTRIC**

After Hours Number - 940-391-9694

**EMERGENCY CITY OF SANGER WATER**

After Hours Number - 940-453-9973

**BILL PAYMENT OPTIONS:**

IN PERSON: City Hall  
502 Elm Street  
Drive-Thru during office hours

BY MAIL: City of Sanger, Texas  
P.O. Box 1729  
Sanger, TX 76266

NIGHT DEPOSIT: Located at the back of City Hall  
[No Cash Please]

ONLINE AT: [www.sangertexas.org](http://www.sangertexas.org)

BANK DRAFT: Request form and attach a voided check

**OTHER HELPFUL CONTACTS:**

Atmos Gas Company: 1-800-460-3030  
Coserv Electric: 1-800-274-4014  
Bolivar Water Supply Corp: 940-458-3931  
Chamber of Commerce: 940-458-7702  
Citizen welcome packets located at: 300 Bolivar St.

## **GENERAL INFORMATION**

**Residential Service Deposits:** A \$100 deposit for water connection is required. A \$200 deposit for electric service is required but may be waived when the customer provides a Letter of Credit for the past 12 consecutive months with Sanger, or another electric utility service with **no late payments, penalties, or disconnects**. The Letter of Credit can be emailed to [utilitybilling@sangertexas.org](mailto:utilitybilling@sangertexas.org), or faxed to 940-458-4180.

**Commercial Service Deposits:** A \$100 deposit for water is required with a smaller than 2" water meter. Water meters 2" or greater require a \$200 deposit for water. A \$200 deposit for single phase electric service, \$500 for three phase electric service. Occupancy permit required prior to any utility connection.

### **Special Service Fees:**

- A service fee of \$30 for each utility (water/electric) will be charged for all connections.
- A service fee of \$35.00 will be applied to all returned checks.
- **If service is disconnected due to non-payment a service fee of \$30.00 per utility will be added to the account.** Service fees apply even if services are not disconnected before bill is paid.
- **Additional charges are assessed for after-hours connections due to being disconnected for non-payment of \$50.00 per utility.**

**Notice of Moving required:** Anyone moving out of a facility where electric, water, wastewater, or solid waste service is provided must notify the City of Sanger utility customer service of such a move 24 hours in advance to ensure proper billing. You may come in person, fax a request with a copy of your government issued picture identification to 940-458-4180, or email to [utilitybilling@sangertexas.org](mailto:utilitybilling@sangertexas.org). Request must include a forwarding address and the date you would like your service disconnected.

### **NOTICE TO ALL COMMERCIAL CUSTOMERS - EFFECTIVE NOVEMBER 2012**

Requests for water, electric, and/or gas services must apply for, and obtain approval for a "Certificate of Occupancy" through the City Building Inspection Department located at:

201 Bolivar Street  
Sanger, Texas  
940-458-2059

The Certificate of Occupancy must be obtained prior to utility connection.



## LATE FEE AND COLLECTION POLICY

1. The City of Sanger is not responsible if utility bills are not received by mail. It is the applicant's responsibility to submit payments in time. This responsibility cannot be passed off to the schedule of the post office or other delivery units.
2. All utility payments must be received at City Hall by the close of business on the 15th day of each month. When the 15th falls on a City of Sanger non-work day, payments are due by close of business the following business day.
3. Any account not paid by the 15th is considered past due and a 10% penalty will be applied.
4. Upon request one late penalty per calendar year may be waived.
5. **Utility bills not paid by close of business on the 27<sup>th</sup> WILL RESULT IN DISCONNECTION of service and a service fee of \$30.00 for electric and \$30.00 for water to be applied to the account.** After close of business on the 27<sup>th</sup> service fees apply even if services are not disconnected before bill is paid. If the 27th falls on a City of Sanger non-work day, payments are due on the following business day. **After hours fees are \$50.00 for electric and \$50.00 for water 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. Sec. 4.102 Tampering Fee

In the event the user or customer or his agent restores water services or electric services after service has been disconnected by the City, or the user or customer or his agent tampers with the water meter or the electric meter or service line appurtenances in any manner, based on the best estimated time that tampering occurred, an average kwh usage fee will be charged. All vehicle, man-hours and equipment replacement costs will also be charged. **A tampering fee of two hundred dollars (\$200.00) per utility shall be collected in addition to the service fees.**

# CITY OF SANGER UTILITY RATES

## Residential Electric

Facility Charge	\$10.00/month
Energy Charge	\$0.1175 per KWH
ERCOT Fee	\$4.00/month

## Commercial Electric

Facility Charge	\$16.00/month
Energy Charge	\$0.12 per KWH
ERCOT Fee	\$4.00/month

## Security Light Rates

150W H.P.S.	\$15.00/month
400W H.P.S. Directional flood light	\$35.00/month
1,000 W Metal Halide Directional flood light	\$70.00/month

## Residential Water

Usage 0-1,000/gal	\$24.32/month
Usage 1,001-4,999/gal	\$24.32/plus \$4.32 per thousand gallons
Usage 5,000-14,999	\$24.32/plus \$4.75 per thousand gallons
Usage 15,000-29,999	\$24.32/plus \$5.93 per thousand gallons
Usage 30,000+ gallons	\$24.32/plus \$8.59 per thousand gallons

## Residential Wastewater

Usage 0-1,000	\$29.75/month
Usage 1001-9,999	\$29.75/plus \$4.22 per thousand gallons
Usage 10,000+	\$29.75/plus \$4.69 per thousand gallons
Not to exceed Seventy dollars (\$70.00) per month	

## Commercial Wastewater

Rates based on meter size

## Commercial Water

Usage 0-1,000/gal	\$31.68/month
Usage 1,001-4,999	\$31.68/plus \$5.02 per thousand gallons
Usage 5,000-14,999	\$31.68/plus \$5.44 per thousand gallons
Usage 15,000-29,999	\$31.68/plus \$6.15 per thousand gallons
Usage 30,000+	\$31.68/plus \$7.59 per thousand gallons

# **SOLID WASTE**

Solid Waste is provided by Waste Connections 1-800-909-9061

## **Residential**

Twice Weekly pick-up \$16.70 per month

Pick up is either Monday/Thursday or Tuesday/Friday

Pick up of Large Household Items is on the 2<sup>nd</sup> pick up of the week (Thurs/Fri)

## **Solid Waste Handling Requirements:**

- Trash must be placed in container and to the curb by 7:00 a.m.
- No paint, oils, solvents, tires, sludge, hazardous waste, batteries, gasoline, or fuels
- Appliances, including refrigerators with Freon removed by a certified technician and tagged, will be picked up on the 2<sup>nd</sup> pick up of the week.
- Construction debris, remodeling and excessive material will be disposed at a price agreed upon by the contractor and/or individual and Waste Connections.
- Small amounts of wood and carpet must be tied in 3' lengths and no more than 40 lbs.

**Recycling:** Newspaper and paper drop-off collection containers are located in the SISD Administration parking lot at Elm and 5th Streets, and at Clear Creek Intermediate School at 1901 I-35 Service Road. A blue recycling container will be distributed to all residential customers and will be picked up once a week. Recycling will be on the 2<sup>nd</sup> pick up of the week.

**Yard Debris:** Tree limbs are chipped by the Parks Department on a first come, first serve basis. Please call 940-458-2059 to get on the schedule.

## **Commercial**

Complete Attached Solid Waste Application

Commercial Hand Collect: \$29.00 2X per week (Includes 96-gallon cart)

Commercial Enclosures: \$11.00 per month per container

## **COMMERCIAL RATE SCHEDULE**

CONTAINER	<b>PICKUPS PER WEEK</b>			
SIZE	1	2	3	EXTRA PICKUPS
3 CUBIC YARDS	\$71.00	\$120.00		\$34.00
4 CUBIC YARDS	\$88.00	\$149.00		\$40.00
6 CUBIC YARDS	\$120.00	\$238.00	\$334.00	\$44.00
8 CUBIC YARDS	\$149.00	\$270.00	\$418.00	\$76.00

***Roll Off Dumpsters (For Temp Use Only) Can Be Ordered***





***Call Waste Connections Toll Free 1-800-909-9061 or 1-682-429-7089***

# Important News from Waste Connections

## New Recycle Guidelines Effective Immediately

Drivers will inspect inside the recycle carts to ensure only allowable items are inside. **If the recycle cart or bin has trash or other debris, the container WILL NOT be serviced.** They will only accept the items listed in the chart below.

For questions call **Waste Connections 817-222-2221.**

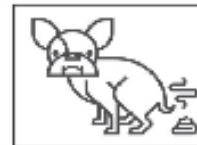
<p><b>FIBER (CLEAN PAPER)</b></p> <ul style="list-style-type: none"> <li>✓ Paper</li> <li>✓ Cardboard</li> <li>✓ Magazines</li> <li>✓ Newspapers</li> <li>✓ Books</li> <li>✓ Mail</li> </ul> 	<p><b>PET #1 PLASTICS</b></p> <ul style="list-style-type: none"> <li>✓ Water bottles</li> <li>✓ Soda bottles</li> <li>✓ Salad dressing bottles</li> </ul>  <p>PETE</p>
<p><b>ALUMINUM/STEEL CANS</b></p> <ul style="list-style-type: none"> <li>✓ Soda cans</li> <li>✓ Beer cans</li> <li>✓ Food containers</li> </ul> 	<p><b>HDPE #2 PLASTICS</b></p> <ul style="list-style-type: none"> <li>✓ Milk jugs</li> <li>✓ Laundry detergent jugs</li> <li>✓ Juice bottles</li> </ul>  <p>HDPE</p>

### NOT ACCEPTED

- |                       |                       |                       |              |
|-----------------------|-----------------------|-----------------------|--------------|
| ✗ <u>NO GLASS</u>     | ✗ NO other plastics   | ✗ Hazardous materials | ✗ Food waste |
| ✗ <u>Plastic bags</u> | ✗ Styrofoam packaging | ✗ Packing peanuts     | ✗ Wood       |
| ✗ Grass clippings     | ✗ Appliances          | ✗ Pizza boxes         |              |



plastic bags • plastic film/wrap • styrofoam • packing peanuts • scrap metal • pots/pans



diapers • large plastic buckets/cat litter pails • oil/antifreeze containers • dog/cat waste in bags • cat litter/bags • hangers



ovenware • ceramics • small appliances • electronics • pet food bags • plant containers • scrap wood • yard waste

**OTHER ITEMS WE DO NOT RECYCLE:** mirrors, furnace filters, paper towels & plates, bulbs, window glass & drinking glasses, food storage containers, pizza boxes

## **REGISTER YOUR PETS AND KEEP THEM SAFE**

**PROVIDE IDENTIFICATION** - Animal control is concerned about the animals being picked up. Often times they have no identification tag, no collar, and no microchip. We encourage you to provide identification for your animal and keep it current.

**VACCINATE YOUR PET** – City of Sanger Municipal Article 2.200 requires all animals capable of transmitting rabies must be vaccinated at four months of age and annually thereafter. Get your pets vaccinated at any Sanger area veterinarian clinic or other licensed provider.

**MAXIMUM NUMBER OF PETS** - City of Sanger Municipal Article 2.800 limits the number of pets to no more than 3 and one litter of puppies or kittens.

**REGISTER YOUR PET** – It is important to register your pets with the City Of Sanger. It's the law. City of Sanger Municipal Article 2.500 requires all dogs and cats four months or older to be registered with the City of Sanger. It also helps us locate your lost dog or cat. The person who finds your dog or cat can simply call our office with your registration number (on your pet's tag).

You must show proof of current rabies vaccination. Registration is good for one year and must be renewed annually. Registration is \$5.00 per animal.

**For more information please call Sanger Police Department – 940-458-7444.**





## **CODE RED**

Code Red is a reverse 911 system that allows the City to provide you with vital emergency, and non-emergency information affecting your residence. Information includes notification of utility outages, major street closures, or other emergency messages. Notification is by telephone, text and/or email. Your personal information is kept confidential and never sold or shared with others. Messages are infrequent and are only sent to the areas affected so you will not be bothered by frequent messages that do not affect you.

If you would like to sign up for this valuable service free of charge, please visit our website at [www.sangertexas.org](http://www.sangertexas.org), and click on the Code Red link.

Examples include: **Evacuation notices, bio-terrorism alerts, boil water notices, utility repairs, and missing child reports.**

### **Information that will be required:**

Name, Address, Home Telephone or Cell Phone Number, Cell Provider, and Email Address.

If you have any questions, please contact the City of Sanger at 940-458-7930.





**UTILITY SERVICE APPLICATION AND AGREEMENT**

AGREEMENT made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, between the City of Sanger and applicant(s) listed below.

\_\_\_\_\_ **Service Address**

\_\_\_\_\_ **Date to Start Service**

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

\_\_\_\_\_ **Applicants Name**

\_\_\_\_\_ **Applicant Social Security Number**

Applicant Date of Birth: \_\_\_\_\_

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

Applicant Employer (name & number): \_\_\_\_\_

\_\_\_\_\_ **Co-Applicant**

\_\_\_\_\_ **Co-Applicant Social Security Number**

Co-Applicant Date of Birth: \_\_\_\_\_

Co-Applicant Driver's License Number: \_\_\_\_\_ State: \_\_\_\_\_

Co-Applicant Employer (name & number): \_\_\_\_\_

**EMAIL ADDRESS** \_\_\_\_\_

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

Previous service in the City of Sanger: 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, place deposits, and pay service fees to set up new service. These services include *water, wastewater, garbage, and electric.*

**Current customers** moving from one location to another must pay current balance at old address and service fees before service can be activated at the new address. One form of government issued photo identification will be required at time of transfer to new residence.

**By signing this Utility Application Agreement, I agree that I am responsible for utilities at above address until I request the disconnection.**

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

\_\_\_\_\_  
Signature of Co-Applicant

\_\_\_\_\_  
City of Sanger:

\_\_\_\_\_  
Date:



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### 6. Sec. 4.102 Tampering Fee

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**I have received a copy of the late fees and collection policy from the City of Sanger. I have read this page and understand the conditions stated.**

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

\_\_\_\_\_  
Signature of Co-Applicant

City of Sanger: \_\_\_\_\_

Date: \_\_\_\_\_



## REQUEST FOR CONFIDENTIALITY

In most cases, the City of Sanger utility system may not disclose your personal information, or information concerning the volume of your usage, or the amount billed or paid if you request that the information be kept confidential. Your "personal information" is your address, telephone number and social security number. There is no fee to request confidentiality. You may revoke confidentiality by this form as well.

Please mark the appropriate box below:

I request confidentiality of this information.

You may disclose this information.

---

CUSTOMER NAME

---

ADDRESS

---

ACCOUNT NUMBER



## INDEMNITY WAIVER

I, \_\_\_\_\_, do hereby waive my right to be present during the time in which the City of Sanger shall commence water meter connections for the address commonly known as (insert property address below):

\_\_\_\_\_.

I hereby indemnify and hold harmless the City of Sanger, its agents and employees from and against all claims, damages, losses, and expense, including, but not limited to, attorney's fees arising out of or resulting from any negligent performance of water connections services on the property referenced herein.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Signature

Be aware that this waiver is so that the meter reader can turn the service on without anyone being present. It is in your best interest to ensure that all faucets, both inside and out, have been shut off completely. Otherwise the meter reader will have to disconnect the service due to water running and a delay in connection will be unavoidable. If the meter reader has to return for another service call there will be an additional fee.



## SERVICE AGREEMENT

**I. PURPOSE.** The CITY OF SANGER 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 public health and welfare. Each customer must sign this agreement before the CITY OF SANGER will begin service. 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 agreement has been signed.

**II. 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 source 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 water to be returned to 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.

**III. SERVICE AGREEMENT.** The following are the terms of the service agreement between the CITY OF SANGER (water system) and NAME OF CUSTOMER (the customer).

- A. The WATER SYSTEM will maintain a copy of this agreement as long as the customer and/or the premises are connected to the WATER SYSTEM.
- B. The customer shall allow his property to be inspected for possible cross-connection and other acceptable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connection of other unacceptable plumbing practice exists; or after any major changes to the private plumbing facilities. The inspections shall 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 unacceptable plumbing practice which has been identified during the initial inspection.
- D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records are to be provided to the Water System.

**IV. ENFORCEMENT.** If the customer fails to comply with the terms of the Service Agreement, the Water System, may either terminate 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.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ACCOUNT#: \_\_\_\_\_