



Owner/Renter Application Packet

Welcome to Crandall. In this application packet you will find information regarding Crandall including our rates, trash pickup days, and our community phone numbers.

In order for you to establish water and/or sewer service with the City of Crandall we require a completed water application, a copy of your driver's license and proof of ownership or a lease agreement.

You may complete your application in person at 110 S. Main, Crandall, Texas, 75114, fax in your completed application along with the necessary documents to 972-472-6601, or email to utilities@crandalltexas.com

The City of Crandall does not accept cash payments. We do accept checks, money orders or debit cards and credit cards. If payment is made with a credit or debit card a \$5.00 service charge will be added. If you choose to email or fax in your application, you will need to make the payment with a credit or debit card.

The total payments needed to establish water and/or sewer service are as follows:

| <u>HOME OWNERS</u> | <u>RENTERS</u> |
|--------------------|------------------|
| \$125.00 DEPOSIT | \$200.00 DEPOSIT |
| \$30.00 CONNECT | \$30.00 CONNECT |
| <hr/> | <hr/> |
| \$155.00 TOTAL | \$230.00 TOTAL |

If you have any questions, please do not hesitate to contact our office at 972-427-3771.

Thank you.

WELCOME TO THE CITY OF CRANDALL



Animal Control
Police Department
Non-Emergency
972-427-3771

Police Department
972-427-3767

Municipal Court
469-447-4096

Fire Department
972-427-3996

Post Office
972-427-3825

Chamber of Commerce
972-472-3900

Crandall ISD
972-427-6000

Oncor Electric
888-313-6862

Trinity Valley Electric Coop.
972-932-2214

Atmos Energy
800-460-3030

SI-Energy
888-468-7007

Wi-Five Internet
866-804-9035

Welcome to the City of Crandall. We are a small, country town with citizens who have big family values. In our community, some places to visit include Rusted Rail Golf Course, Webb Park, and just 10 minutes away is the John Bunker Sands Wetland Center. We're located 30 minutes southeast of Downtown Dallas. Following is some helpful information about our Services.

Trash pickup is every Monday - Thursday. Each pick up varies depending on location. Please have your poly carts at your curb by 7:00 am in order to ensure pickup. If you are in need of additional poly carts, please call the Water Department and request to have them delivered. Each additional cart will add approximately \$5.00 to your monthly water bill.

Brush Trash & Brush pickup is every other Friday per your Zone.
Up to 10 cubic yards of weekly brush is allowed.

Recycling is every other Friday per your zone.

Included mattresses, couches, microwaves, etc. To discard a refrigerator or freezer, the coolant must be drained by a professional and documentation must be certified. Paint cans must be emptied and dry. Be sure to place your items at your curb, away from power lines and trees. Items will not be picked up if it is in your yard or ditch.

Hazardous Household Waste Pickup is once per month.

Tires, oil, and toxic items will be picked up once per month. Customer will have to schedule pick up online through <http://hhwsolutions.com/>

Please remit payment as soon as you receive your water bill. To sign up for automatic bill pay, please complete the ACH Authorization form on our website at www.crandalltexas.com or request one from our Water Department. Debit or credit card payments can be made online, over the phone, or in person for a \$5.00 fee. We also accept checks and money orders. CASH IS NOT ACCEPTED. Please use our drop box, located to the left of our City Hall door, to drop off payments after hours. If you have a payment that needs to be posted same day, please bring it inside. Bills are always due on the 20th. If payment is received after the 20th, a \$15 late fee will be assessed. If the 20th falls on a weekend, you have until the end of the next business day to pay. Late notices are sent out as a courtesy reminder that your account is past due. If payment is not received on or before the due date listed on the late notice, service will be interrupted and a \$30.00 reconnect fee and your past due amount will be due. For after-hour reconnects, there is an additional \$50.00 fee. If you have any questions, please call



**City of Crandall Utility
Opt Out Form
PO Box 277
Crandall, Texas 75114**

Name: _____
Address: _____
City/State/Zip Code: _____
Utility Account # _____

The undersigned hereby notifies the City of Crandall Utility that he/she is the authorized account holder of the above account and that he/she exercises the right to opt out of the \$1 per month fee for the Caring-Heart Membership. The undersigned acknowledges that the fee will be removed at the conclusion of the next billing cycle. As a result of opting out, I acknowledge that no one in my household will receive the benefits of the Caring-Heart Membership Program which protects families against out of pocket costs for CareFlite's air and ground ambulance service.

Signature Date Signed

City of Crandall Utility Employee Witnessing Signature Above Date Signed

For City Use Only:

\$1 CareFlite Membership Fee removed from account shown above on _____
by _____.



MD HEALTH
PATHWAYS

City of Crandall Utility
Opt Out Form
PO Box 27
Crandall, Texas 75114

Name _____

Address _____

City / State / Zip Code _____

Utility Account # _____

The undersigned hereby notifies the City of Crandall Utility that he / she is the authorized account holder of the above account and that he / she exercises the right to opt out of the \$5 per month fee for the MD Health Pathways membership. The undersigned acknowledges that the fee will be removed at the conclusion of the next billing cycle. As a result of opting out, I acknowledge that no one in my household will receive the benefits of the telehealth program with MD Health Pathways.

Signature

Date signed

City of Crandall Utility Employee witness

Date signed

For City Use Only:

\$5 MDHP Membership Fee removed from account
shown above on _____ by _____



APPLICATION FOR WATER SERVICE

This application and agreement form must be completed and signed by the person(s) requesting service. This information will be kept confidential. To protect yourself as well as others, we require a copy of your driver's license or government issued photo I.D., and proof of ownership or a lease agreement prior to providing you with service. Please print clearly.

TODAY'S DATE _____ DATE SERVICE TO BEGIN _____

APPLICANT'S NAME: _____

CO-APPLICANT'S NAME: _____

SERVICE ADDRESS: _____

BILLING ADDRESS (if different): _____
Street Address City State Zip Code

HOME PHONE: _____ WORK PHONE: _____

CELL PHONE: _____ CELL PHONE: _____

EMAIL ADDRESS: _____

DATE OF BIRTH: _____ SPOUSE'S DOB: _____

SOCIAL SECURITY #: _____ SPOUSE'S SS #: _____

DRIVER LICENSE #: _____ SPOUSE'S DL #: _____

EMPLOYER: _____ SPOUSE'S EMPLOYER: _____

DONATE TO CITY PARKS DEPT: _____ SPECIAL NEEDS: _____

IF PREVIOUS ADDRESS IS IN CRANDALL, DATE TO DISCONNECT: _____

CITY USE ONLY

COPY OF DRIVERS LICENSE: YES _____ NO _____

IF NO, FORM OF ID: _____

DEED OR LEASE ATTACHED: YES _____ NO _____

INSPECTION NEEDED: _____ DATE TO INSPECT: _____

DEPOSIT: _____ CONNECT FEE: _____ DATA VERIFICATION FEE: _____

ACCOUNT #: _____

BANK DRAFT

SENIOR CITIZEN

NOTICE

Government-operated utilities are not prohibited 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 federal government 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 or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provided water, wastewater, sewer, gas, electricity, or drainage service for compensation.

_____ Yes, you may give out my information on my account.

 X No, you may not give out my information on my account.

The applicant hereby applies to the City of Crandall Utility Department for water and/or sewer service to be supplied at the service address set forth on this form and at such other service address as may be designated by applicant, where water service is furnished by the City of Crandall, Division of Water Supply.

The applicant agrees to pay for said water service at the rates now or hereafter established by the Council of the City of Crandall as bills are rendered therefore, from the date of this application until notice to the Division of Water Supply to discontinue the service, and further agrees to be bound by all the rules, regulations and ordinances, now or hereafter established by the Commission of the City of Crandall, governing the regulation, use and supply of water.

The applicant further agrees to release and discharge said City of Crandall Utility Department from any liability for damages suffered (1) by reason of water service furnished to the premises, or (2) by reason of interruption, discontinuance or disconnection of service hereunder from any cause other than negligence by the City of Crandall location, or existence of any of the facilities, fixtures or systems located on or adjoining to the property supplied, and by which such services are furnished or delivered.

All monthly bills are mailed by the 1st of each month. If you do not receive your bill by the 10th please contact our office. Failure to receive your monthly bill does not exempt you from your payment nor does it exempt you from late penalties or disconnection of service.

I hereby apply for water and/or sewer service in accordance with the terms appearing on this form.

By signing below, I acknowledge I have read and understand the above information:

Signature

Date



Water & Sewer Rates 10/21/24

| Utility Billing -Water Rates | |
|--|---------|
| Residential Inside City Limits | |
| 3/4" Meter Base Rate | \$41.29 |
| 8,500 Gallons or Less: | \$5.46 |
| More than 8,500 up to 13,500 gallons or less: | \$6.01 |
| More than 13,500 up to 18,500 gallons or less: | \$6.28 |
| More than 18,500 gallons: | \$6.55 |
| 1" Meter Base Rate | \$67.79 |
| 8,500 Gallons or Less: | \$5.46 |
| More than 8,500 up to 13,500 gallons or less: | \$6.01 |
| More than 13,500 up to 18,500 gallons or less: | \$6.28 |
| More than 18,500 gallons: | \$6.55 |
| Usage Charge per 1,000 gallons or portion thereof for residential non-irrigation meters: | \$5.46 |
| Residential Inside City Limits -Irrigation | |
| 3/4" Irrigation Base Rate | |
| 8,500 Gallons or Less: | \$6.20 |
| More than 8,500 up to 13,500 gallons or less: | \$6.82 |
| More than 13,500 up to 18,500 gallons or less: | \$7.13 |
| More than 18,500 gallons: | \$7.44 |
| Usage Charge per 1,000 gallons or portion thereof for residential irrigation meters: | \$5.46 |
| Residential Out-of-City Limits | |
| 3/4" Meter Base Rate | \$45.41 |
| 8,500 Gallons or Less: | \$5.46 |
| More than 8,500 up to 13,500 gallons or less: | \$6.01 |
| More than 13,500 up to 18,500 gallons or less: | \$6.28 |
| More than 18,500 gallons: | \$6.55 |
| 1" Meter Base Rate | \$74.57 |
| 8,500 Gallons or Less: | \$5.46 |
| More than 8,500 up to 13,500 gallons or less: | \$6.01 |
| More than 13,500 up to 18,500 gallons or less: | \$6.28 |
| More than 18,500 gallons: | \$6.55 |
| Usage charge per 1,000 gallons or portion thereof for residential meters: | \$5.46 |

| Sewer Rates | |
|--|---------|
| 3/4" Meter Residential: | \$44.37 |
| 3/4" Meter Senior: | \$27.54 |
| 3/4" Meter Commercial: | \$61.30 |
| 1" Meter Residential: | \$65.51 |
| 1" Meter Commercial: | \$68.63 |
| 2" Meter Commercial: | \$74.28 |
| 4" Meter Commercial: | \$83.53 |
| 6" Meter Commercial: | \$96.40 |
| Usage charge per 1,000 gallons or portion thereof exceeding 2,000 gallons for all ratepayers outside the summer billing months: | \$3.97 |
| Usage charge per 1,000 gallons thereof exceeding 2,000 gallons for residential ratepayers during the summer billing months: | \$3.63 |
| Usage charge per 1,000 gallons or portion thereof for commercial ratepayers for usage between 2,000 and 75,000 gallons during the summer billing months: | \$4.37 |
| Usage charge per 1,000 gallons or portion thereof for commercial ratepayers for usage exceeding 75,000 gallons during the summer billing months: | \$3.18 |

| Residential Trash | |
|--------------------------|---------|
| 1 Cart: | \$19.71 |
| 2 Carts: | \$24.32 |
| 3 Carts: | \$28.94 |