



## **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 [asmith@crandalltexas.com](mailto:asmith@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>
\$80.00 DEPOSIT	\$150.00 DEPOSIT
\$30.00 CONNECT	\$30.00 CONNECT
\$2.50 DATA VERIFICATION	\$2.50 DATA VERIFICATION
<hr/>	<hr/>
\$112.50 TOTAL	\$182.50 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  
City Hall  
Water Department  
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

AT&T  
800-288-2020

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 Wednesday. 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 pickup begins each 4<sup>th</sup> Monday of the month.** This service is for brush only. This service does not include bulk pick up of any kind other than brush.

**Bulk pickup is every Wednesday. Only one item per week will be allowed per pickup.**

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](http://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 20<sup>th</sup>. If payment is received after the 20<sup>th</sup>, a \$15 late fee will be assessed. If the 20<sup>th</sup> 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



## 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 1<sup>st</sup> of each month. If you do not receive your bill by the 10<sup>th</sup> 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



### CITY OF CRANDALL TEXAS ACH AUTHORIZATION FORM

I hereby authorize The City of Crandall to initiate entries to my checking/savings accounts at the financial institution listed below, and if necessary, initiate adjustments for any transactions credited/debited in error. This authority will remain in effect until The City of Crandall is notified by me, in writing, to cancel it in such time as to afford The City of Crandall and the financial institution a reasonable opportunity to act on it. PLEASE PRINT

\_\_\_\_\_  
Name as it appears on Financial Account

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

\_\_\_\_\_  
Name of Financial Institution

\_\_\_\_\_  
Address of Financial Institution

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Telephone Number of Financial Institution

Routing Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

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

**A copy of your check must be attached to this form.**

Please be advised The City of Crandall will debit your account on the 20th of each month the total amount of your water/sewer bill. If the 20th falls on a holiday or weekend the amount will be deducted from your account the following business day.



CITY OF CRANDALL  
 110 S MAIN STREET  
 CRANDALL, TX 75114  
 972-427-3771 phone, 972-472-6601 fax

**Water, Sewer, and Trash Rates  
 Effective January 1, 2019**

<u>Meter Size</u>	<u>Minimum Water Rate</u>	<u>Minimum Sewer Rate</u>
3/4" RESIDENTIAL	\$39.32	\$42.29
3/4" RES. SENIOR	\$39.32	\$26.23
3/4" COMMERCIAL	\$57.94	\$55.73
1"	\$64.56	\$62.39
2"	\$74.48	\$67.53
4"	\$107.56	\$75.94
6"	\$140.63	\$87.64

WATER RATE PER 1,000 GALLONS: \$5.46  
 IRRIGATION WATER RATE PER 1,000 GALLONS: \$6.20

SEWER COMMODITY RATE PER 1,000 GALLONS:  
 2,001 – 75,000 GALLONS \$3.97  
 75,001 AND UP (only in effect during summer averaging) \$2.89

\*\*\*\*\*

**POLY CART RATES**

**RESIDENTIAL**

- 1 - \$13.66 + \$1.13 tax + \$1.27 franchise = \$16.06
- 2 - \$17.84 + \$1.47 tax + \$1.70 franchise = \$21.01
- 3 - \$22.03 + \$1.82 tax + \$2.11 franchise = \$25.96

**COMMERCIAL**

- 1 - \$24.49 + \$2.02 tax + \$2.44 franchise = \$28.95
- 2 - \$34.58 + \$2.85 tax + \$3.45 franchise = \$40.88
- 3 - \$44.67 + \$3.69 tax + \$4.46 franchise = \$52.82

\*\* Garbage rate reflects an \$.89 charge for Household Hazardous Waste Solutions

**Roll-off rentals must be arranged with Waste Connections at 972-686-5665.**