



City of Johnson City
P.O. Box 369
Johnson City, TX 78636
Phone (830) 868-7111 Fax (830) 868-7718
www.johnsoncitytx.org

UTILITIES GUIDELINES

FEES AND EXPENSES

- As the account holder I agree to pay a \$25.00 service connection administrative fee which is NOT refundable for any reason and a \$150.00 deposit prior to water/utility hookup. The \$150.00 deposit secures payment of my water/utility bill. When utility service is disconnected, I understand that the \$150.00 deposit will be applied towards my final bill. I also understand that after deducting my final bill, the remainder of the deposit will be paid to me within 30 business days. Deposit for Commercial accounts will be based on estimated monthly usage.
 - Less than 10,000 gallons - \$175.00 plus \$25.00 non-refundable Administrative Fee
 - 10,001 – 30,000 gallons - \$250.00 plus \$25.00 non-refundable Administrative Fee
 - 30,001 – 50,000 gallons - \$350.00 plus \$25.00 non-refundable Administrative Fee
 - Greater than 50,000 gallons - \$500.00 plus \$25.00 non-refundable Administrative Fee
- **Utility bills are due by the 15th of each month, and if not received by the 15th by 5:00 P.M. a 10% penalty fee will be applied to your account.** If you have not received your bill by the 5th day, please contact the City Office at (830) 868-7111.
- If the 15th lands on a weekend or holiday customers are given the next business day to pay with no penalty. All payments must be received by 5 p.m. to avoid the late fee.
- Every 16th of the month, a delinquent notice is mailed to every customer with an outstanding balance. Balance must be paid by the cut-off date, located on your bill, to avoid being disconnected. Your account will be disconnected and re-connection fee ranging from \$35.00 - \$65.00. Please be advised our **field workers are unable to accept any form of payment** from customers. Payment must be made at the City Office or on our website www.johnsoncitytx.org. For your convenience a drop-box is located by the front door for payments dropped-off after business hours. The City **will not** be responsible for any cash payments lost in drop box.
- **Holidays that are observed by the City office are as follows:**
 - New Year's Eve, New Year's Day, Columbus Day, Presidents Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving and the day after, Christmas Eve and Christmas Day.
- The City offers a weekly trash pick-up service which is scheduled for every Tuesday.
- Commercial customers with dumpsters will have trash pick-ups on Tuesdays and Fridays.

- Trash Service is mandatory if your account is in the city limits. **Trash must be placed in green tote**, and be at the curb before 7:00 a.m. every Tuesday.
- **Recyclables - must be placed unbagged in blue tote**. Pick-up is scheduled for every other Fridays between 7:00 a.m. and 6:00 p.m. Please check your water bill for scheduled recycle dates.
- **IF YOUR TRASH OR RECYCLABLES ARE NOT PICKED UP, PLEASE CONTACT CITY HALL AS SOON AS POSSIBLE.**
- If you are building or remodeling, you may pick-up a Building Permit at City Hall.
- I agree to pay a \$35.00 fee for any payment returned (includes automatic bank draft). In addition if the City of Johnson City receives two (2) NSF Checks/Credit Card payments, then you must pay ALL future utility bills with cash or money order. Water service will NOT be reinstated until account is paid in full.
- In the event my account is placed with an outside agency for collection, I agree to pay all collection costs, court cost and attorney fees incurred to collect the balance due.
- By signing below I agree to the Guidelines copied given to me by the City of Johnson City. I have read and accept all terms and conditions of this agreement. I further agree and state that my signature constitutes not only my acceptance of this agreement but also that of my spouse and any and all other adult occupiers of this residence. If I am signing on behalf of my spouse or another adult person, I state and affirm that I have their authority to bind them to this agreement.
- All the information contained herein is true and accurate to the best of my knowledge and belief that all this information and signatures are here and made as my inducement for the City of Johnson City to accept this agreement.

(DATE SUBMITTED)

(APPLICANT SIGNATURE)

Email to: beckenrode@johnsoncitytx.org