





CITY OF FERRIS WATER DEPARTMENT  
ACKNOWLEDGMENT FORM

114 S Central St  
FERRIS, TX 75125  
PHONE: (972)544-2110  
EMAIL: [ubsupport@ferristexas.gov](mailto:ubsupport@ferristexas.gov)

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

I, \_\_\_\_\_, am signing below  
to (Customer's printed name)  
acknowledge that I have received a copy of the City of Ferris' Water  
Department policies.

\_\_\_\_\_  
(Date)

X \_\_\_\_\_  
(Customer's Signature)

# FERRIS BACKFLOW & CROSS-CONNECTION SERVICE AGREEMENT

**I. PURPOSE.** The City of Ferris, Texas (the City) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City 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 it has a signed copy of this agreement.

**II. RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources 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 the 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 percent 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 and

\_\_\_\_\_(the Customer).

*Print Name*

- A. The City will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the City's normal business hours.
- C. The City shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards 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 shall be provided to the Water System.

**IV. ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City shall, at its option, 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: \_\_\_\_\_ DATE: \_\_\_\_\_



City of Ferris  
114 S Central St  
Ferris, Texas 75125

Ferris Cross-Connection & Backflow  
Service Agreement Form  
Version 07/2014



## Ferris Water Department Information Sheet

City of Ferris  
114 S Central St  
Ferris, TX 75125

Phone: (972)544-2110  
[www.ferristexas.gov](http://www.ferristexas.gov)  
Email:  
[ubsupport@ferristexas.gov](mailto:ubsupport@ferristexas.gov)

### INITIAL

#### APPLICATION FOR SERVICE

To begin utility services, each customer must complete an application for service. By completing the application and service agreement the customer agrees to pay for all charges for service and abide by policies presented here. All applicants should provide proper identification, lease or mortgage documents and correct information when they apply for service.

#### ACTIVATION

Each customer is required to pay an activation fee to begin new service. Activation fees may be paid by cash, check, or credit/debit cards. Processing fees will apply for credit/debit card payments according to our third-party contract. The activation fee amounts are \$200.00 for residential property, and \$200.00- \$400.00 for commercial property depending on meter size.

#### MONTHLY BILLING

The City of Ferris reads all meters during the last week of each month for consumption occurring during that month. Bills are generated and mailed to customers on the last business day of the month. Bills are due upon receipt no later than the 15th of each month. If the 15th falls on a weekend or city holiday, payment must be received before 8:00 a.m. of the following business day. For zero usage, minimum usage rates will apply. Failure to receive a bill or second notice does not relieve the customer from the responsibility of a timely payment or negate any fees or penalties due.

#### \*NEW\*: PAY YOUR WATER BILL ONLINE!

Go to [www.ferristexas.gov](http://www.ferristexas.gov), click on online payment, select pay water bill, water, and then put account information. Payments made using this service will have a processing fee added according to our third-party contract.

#### PAYMENT

There are several payment methods available to customers. The City of Ferris accepts checks, cash, and credit/debit cards. Payment may be made at the utility office, Monday through Thursday, 7:30 a.m. - 5:00 p.m. Payments may be mailed to the City of Ferris at 114 S Central St Ferris, TX 75125. We also have a drop box for payments, located outside of the utility office next to the UPS Box. (Checks or money orders only – No Cash) There is also the option of a monthly automatic bank draft, please see the Utility Billing Clerk for details.

---

**PAST DUE ACCOUNTS/LATE FEES**

If a bill is not paid in full by the due date, a late fee of \$25 will be assessed. An account is considered past due if not paid in full by the 15th of the month. If the 15th falls on a weekend or city holiday, payment must be received by 8:00 a.m. of the following business day. All late charges are automatically added at 8:00 a.m. on the 16th. Payments must be received in the City of Ferris' Utility office by the due date, not postmarked, to avoid a late fee penalty.

---

**Payment Plan**

Extenuating circumstances that lead to delinquency may be approved on a case-by-case basis at the discretion of City management and/or a designee. Due to the amount of your water bill, you may be eligible for a payment plan if the dollar amount exceeds \$500.00. For more information, please contact the water department at 972-544-2110.

---

**Texas Utility Help Program**

Texas Utility Help is a new statewide program administered by TDHCA with funding from LIHEAP and LIHWAP. The new program offers a streamlined online application process, so any eligible Texas household can apply for both energy and water bill assistance in a single form. For additional information about the program, please visit [TexasUtilityHelp.com](http://TexasUtilityHelp.com). Click the Apply Now button to get started on your application. For questions regarding the program call 1-855-566-2057.

---

**DISCONNECTION OF SERVICE FOR NON-PAYMENT**

The City has the right to disconnect service for a delinquent cycle if payment has not been received by 4:30 p.m. on the 22nd of each month. If a bill is not paid in full by 8:00 a.m. on the 21<sup>st</sup> following a delinquent cycle, a disconnect list is sent to the Public Works Department to disconnect the water service. Once the disconnect list is processed, there is a \$25.00 delinquent fee added to each account. If it is after 5:00p.m., a weekend or city holiday and you wish to have water reconnected, there will be an additional \$50 reconnect fee that will be paid online plus full balance of bill. The total amount due with additional fees must be paid in full before reconnecting the water service. If the 22nd falls on a weekend or city holiday, payment must be received by 8:00 a.m. on the following business day. If water needs to be reconnected after office hours, contact the Ferris Police Department at 972-544-2225. Any and all fees owed after hours will have to be paid online only. The Public Works department will be dispatched to reconnect your water service. However, there will be no reconnections after 10:00 p.m. If the water is disconnected and the amount owed is not paid before the last business day of the month, the account will be finalized and closed. At this point, there will be a new activation fee required (see activation section) to continue water services with the City of Ferris. The City of Ferris has a zero-tolerance policy regarding theft of services. Tampering with or stealing services from the City of Ferris utilities is unlawful and will be subject to a fine up to \$500, plus double base rate for a month. A citation and /or additional criminal charges may apply.

---

#### **VOLUNTARY DISCONNECTION OF SERVICE**

In order to cancel a utility account with the city, the customer must fill out a "Request to Disconnect Service" at least seventy-two (72) hours prior to the moving date and provide the city with a new mailing address. Please note: all accounts are billed a cycle behind. (For example, usage from January 27 to February 27 will be due on March 15.) If there is zero usage for the account, there will be a minimum usage charge for each month that the account is active.

---

#### **METERS**

The meters are property of the City of Ferris. The only authorized person(s) to have contact with the meter is/are city personnel. According to Ordinance 682, Section 50.061, any person, business, or entity in violation of tampering with any meter(s) will be subject to penalties.

---

#### **GARBAGE PICK-UP**

Trash days are Monday & Thursday. You will need to have your trash cans out by the curb before 7:00 a.m. on those days or your trash may NOT be picked up. Please contact Waste Management at 800-772-8653 for any brush or large trash pickups. To obtain a pass to the Waste Management Landfill, you will need to show your driver's license to the Water Department. There is a limit of one landfill pass per month for each address. To inquire about holiday schedules for the landfill you can call Waste Management at (972)842-5886.

---

#### **ANIMAL LICENSES**

All animals must be registered and licensed with the City of Ferris. There is a maximum of four (4) animals allowed per household. The animal(s) is/are required to be licensed by four (4) months of age. The license must be on the animal at all times. The license is valid for one (1) year from the issue date. The cost of the license is \$6.00. You must provide proof of a current rabies vaccine in order to register your animal(s). The license(s) can be obtained at the Utility Department at 114 S Central St., Ferris, TX 75125. For more information regarding animals please refer to our City Ordinance No. 599.

---

#### **ADDITIONAL INFORMATION**

Please visit the City's website at [www.ferristexas.gov](http://www.ferristexas.gov) for our City Ordinances and other important information and/or announcements.