



Office Use Only
Account #: _____ - _____ - _____
Sequence#: _____

APPLICATION FOR WATER, SEWER, AND GARBAGE SERVICE

Date: _____

Applicants Name: _____ Phone Number: _____

Driver's License#: _____ State: _____ Social Security #: _____ - _____ - _____

Spouse's Name: _____ Phone Number: _____

Service Address: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____
(If different than Service Address)

Email Address: _____

Start Date for Service: _____

Check One: Renting/Leasing _____ Owner _____

Landlord (If Renting/Leasing): _____

Address: _____ City: _____ State: _____ Zip: _____

Landlord Phone Number: _____

Employer: _____ Work Phone: _____

Address: _____ City: _____ State: _____ Zip: _____

Deposit

Homeowner: \$100.00 _____

Renter: \$150.00 _____

Commercial \$200.00 _____

SIGNATURE

(Deposit must be in cash, check, or Money Order)

Must fill out completely and sign. Front and back.

City of Venus

Customer Request for Confidentiality

The Utility Department is a city-owned and operated utility; therefore, your water/sewer bill account information is considered public record under the Texas Public Information Act. However, a state law allows residential water/sewer customers to request that personal information and any information relating to water usage, billing amounts and payment records be kept confidential. Personal information includes your address, telephone number, and social security number.

The request for confidentiality must be submitted in writing using this form or by submitting a separate letter. Once the request is received and processed, the Utility Department will not release confidential information for that customer except to:

1. Government Officials,
2. Consumer Reporting Agencies,
3. Contractors or Sub-Contractors who need information to do their jobs,
4. Utility representatives, or
5. Individuals for whom the customer, who in writing, has waived confidentiality.
(People in this category will be **required** to show identification before the information will be released.)

Please check the appropriate box below. If you have questions, please call (972) 366-3348, ext. 201
Information will not be kept confidential until this completed and signed form is received and processed by the City of Venus Utility Department.

I hereby request that all personal information and any information relating to water usage, billing amounts, or payment records be kept confidential.
The following person(s) may have access to information on my account:

Name Relationship

Name Relationship

I **do not** wish to have my personal information kept confidential at this time.

Customer Address: _____

Customer Signature (Required) _____

Date: _____

City of Venus
P.O. Box 380
Venus, Texas 76084



**CITY OF VENUS
NEW CUSTOMER
INFORMATION**

City Mailing Address	P.O. Box 380, Venus, Texas 76084
City Hall Location	105 E. Highway 67
City Phones	972-366-3348
Mayor	Ext. #204
City Administrator	Ext. #205
City Secretary	Ext. #200
Municipal Court	Ext. #202
Utilities & Permits	Ext. #201
Public Works Dept.	972-366-3435
(Call 972-366-3348, Ext. 201 for Work Orders, Dog Calls, etc...)	
Police Dept. Non-Emergency	972-366-3332
Fire Dept. Non-Emergency	972-366-8406
Venus ISD Admin. Office	972-366-3448
Venus Post Office	972-366-3643
Oncor Electric	800-242-9113
Atmos Energy (Gas)	866-332-8667
United Coop (Elec.)	817-556-4000
Verizon (Phone)	800-483-4000
Mountain Peak SUD	972-775-3765 (Water Supplier to Patriot Estates Customers)
City of Venus Utilities	972-366-3348 , Ext. 201 (Sewer & Garbage Supplier to Patriot Estates Customers. Must open an account.)
Alvarado Sub-Courthouse	817-783-5770
Johnson County Central Appraisal District	817-558-8100
Ellis County Appraisal District	972-937-3552

Utility Billing Policy

(Amended February 2008)

- I. Meters are read as near the 25th of the month as possible, and the statements go out as close to the 1st of the month as possible.
- II. Payment is due by 5:00 p.m. on the 15th of each month. After 5:00 p.m. a 10% late fee is added, and a notice of cut-off is mailed. **(If the 15th falls on a weekend or holiday, payment will be due by 5:00 p.m. on the next working day)**. If all due payments and late fees are not paid by 5:00 p.m. on the 25th a \$20.00 Re-Activation fee is applied and the service will be discontinued until the account is paid in full. **(If the 25th falls on a weekend or holiday, payment will be due by 5:00p.m. on the next working day)**. The Re-Activation fee is charged regardless to whether the service has been turned off or not. It takes some
time to do the disconnects.
- III. For those accounts that are **Sewer and Garbage Only**, once the date of discontinuance of service has arrived, the Police Department, Utility Department and/or Code Enforcement are sent to the address and the sewer line is plugged and the house will be posted as "Uninhabitable". All payments and fees must be paid in full for resumption of service. Any resident found tampering with the plug will be assessed an additional \$50 charge. The State Health Department will then insure that the residence is vacated.
- IV. After 5:00 p.m. on the day of cut-off, customers who wish to have their services resumed may call the Police Department at 972-366-3332. The Police will contact the utility personnel on call who will come and take your payment which will include a \$40 after hours turn on fee. They will write you a receipt and turn your service back on.
- VI. Any disputes or unduly late accounts will be turned over to our City Attorney. At that time, any penalties and fees associated with the violation of Ordinances 304-2005 and 307- 2005 will be added to the charges.
- VII. **Partial Payment Because of Hardship (Must have a 6 month history to be eligible)**
The City of Venus will no longer accept partial payments on accounts past the due date unless a genuine, verifiable, temporary hardship exists and meets the following criteria. We recognize that on rare occasions, hardships do exist. If you are experiencing a genuine hardship and need to make partial payments, you will need to make arraignments through the office of the City Administrator or City Secretary. These request will be considered under the following guidelines:
 - a. You must prove it is an unusual and genuine hardship, and it is a temporary and not an on-going situation.
 - b. You must make arrangements **before the cut-off day**. Wisdom dictates that you not wait that late.
If the City Administrator or City Secretary are gone that day, you will not be able to get approval.
Arrangements must be made in person and not by telephone.
 - c. If the City Administrator or City Secretary approves an arrangement for partial payment, it will be in this fashion:
 - i. One half of the outstanding balance, plus all late fees will be due immediately. The remaining balance plus late fees will be spilt into three equal monthly payments **in addition to** the current monthly bill.
 - ii. Late fees on the outstanding balance will continue to accrue in order to satisfy the added administrative costs.
 - iii. If the arrangement payments are late, the service will be immediately discontinued.
 - iv. If the service is disconnected for non-payment, the entire balance will be due, plus a reconnect fee before the service is resumed.
 - v. Only one such hardship arrangement will be granted per account for the duration of the account.

Trash is picked up every Wednesday. Must have it put out by 7:00 a.m. May put out as many as 10 bags each week. Nothing over 50 lbs. For large items, call City Hall to schedule pick-up.