



# 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

## City of Venus Utility Billing Policy (Amended February 2008)

- I. Meters are read as near the 25<sup>th</sup> of the month as possible, and the statements go out as close to the 1<sup>st</sup> of the month as possible.
- II. Payment is due by 5:00 p.m. on the 15<sup>th</sup> of each month. After 5:00 p.m. a 10% late fee is added, and a notice of cut-off is mailed. **(If the 15<sup>th</sup> falls on a weekend or holiday, payment will be due by 5:00 p.m. on the next working day).**
- III. If all due payments and late fees are not paid by 5:00 p.m. on the 25<sup>th</sup> a \$20.00 Re-Activation fee is applied and the service will be discontinued until the account is paid in full. **(Again, if the 15<sup>th</sup> 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.
- IV. 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.
- V. 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

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:

1. You must prove it is an unusual and genuine hardship, and it is a temporary and not an on-going situation.
2. 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.
3. If the City Administrator or City Secretary approves an arrangement for partial payment, it will be in this fashion:
  - a) One half of the outstanding balance, plus all late fees will be due immediately. The remaining balance plus late fees will be split into three equal monthly payments **in addition to** the current monthly bill.
  - b) Late fees on the outstanding balance will continue to accrue in order to satisfy the added administrative costs.
  - c) If the arrangement payments are late, the service will be immediately discontinued.
  - d) If the service is disconnected for non-payment, the entire balance will be due, plus a reconnect fee before the service is resumed.
  - e) Only one such hardship arrangement will be granted per account for the duration of the account.

Thank you for your cooperation  
The City of Venus, Texas