



City of Jacksonville New Service Requirements

For all new Residential Service Accounts, including Transfers from one service address to another, a copy of one of the following is **REQUIRED** prior to approval of water service:

1. Lease Agreement (if renting)
2. Settlement Statement or Deed of Trust (if purchased)

A copy of **BOTH** of the following items are required for each adult over 18 years of age living in the home:

1. Social Security Card, Statement from IRS of your ITIN (Tax ID Number)
2. Photo ID card, preferably a valid Texas Driver's License

Other information regarding new accounts and transfers:

- All outstanding bills will need to be paid in full, as well as an additional deposit prior to approval of a new water account. The City of Jacksonville retains the right to add to the current bill any previous outstanding balances to the current account if the amounts are not paid in full prior to a new account set up; all rules regarding due dates and disconnections will be applied to all balances, current and past due.
- If transferring from one service address to another, the current account will need to be paid in full prior to transfer, and a \$50.00 connection fee will be charged; the customer's current deposit on file will transfer to the new account.
- In most cases, new accounts will be turned on within one business day.

For all new Commercial Service Accounts, including Transfers from one service address to another the following copies are **REQUIRED** prior to approval of water service:

1. Lease Agreement (if renting)
2. Settlement Statement or Deed of Trust (if purchased)
3. Application for Certificate of Occupancy Receipt from Developmental Services.

Copies of all of the following items are required:

1. Business Tax ID#
2. Business owner's Social Security card, Statement from IRS of your ITIN (Tax ID Number)
3. Business owner's Photo ID card, preferably a valid Texas Driver's License

Other information regarding new accounts and transfers:

- Commercial Sanitation Accounts will need to be set up by contacting Allied Waste at 1-800-678-7274; ask for someone handling the City of Jacksonville Accounts.
- All outstanding bills will need to be paid in full, as well as an additional deposit prior to approval of a new water account. The City of Jacksonville retains the right to add to the current bill any previous outstanding balances to the current account if the amounts are not paid in full prior to a new account set up; all rules regarding due dates and disconnections will be applied to all balances, current and past due.
- If transferring from one service address to another, the current account will need to be paid in full prior to transfer, and a \$50.00 connection fee will be charged; the customer's current deposit on file will transfer to the new account.
- In most cases, new accounts will be turned on within one business day.



City of Jacksonville Residential Services Application

Service Date: _____

Name: _____ DOB: _____ Owner: ___ Renter: ___

SSN#: _____ Home#: _____ Cell#: _____ Work#: _____

Service Address: _____ Driver's License#: _____ State: _____

Mailing address if different: _____

Email address: _____

Email Bill: __Y __N Print Bill: __Y __N You receive a \$1.00 Credit for selecting email bill only.

Would you like to donate \$1 or more monthly to the Keep Jacksonville Beautiful Fund? __Y __N

This application is placed with the City of Jacksonville, Texas, and will remain until I discontinue the use of City Water/Sewer/Refuse services. This obligation on my part to the City of Jacksonville, Texas, for services used will remain until I notify the City of Jacksonville, Texas through the water billing office to discontinue services in my name.

I hereby agree to pay all water accounts promptly each month, and pay penalties applied after due date.

I understand that all outstanding bills will need to be paid in full, as well as an additional deposit prior to approval of any new water account. The city of Jacksonville retains the right to add to the current bill any previous outstanding balances to the current account if the amounts are not paid in full prior to a new account set up; all rules regarding due dates and disconnections will be applied to all balances, current and past due.

SIGNATURE

DATE

FOR OFFICE USE ONLY

DEPOSIT: \$ _____	RECEIPT #: _____	PROCESSED BY: _____	DEVICE #: _____
LAST READING: _____	CURRENT READING: _____	RADIO ID#: _____	
FROM ACCOUNT #: _____			



CITY OF JACKSONVILLE

Water Service Turn-On Policy

In an effort to limit City liability from water damages incurred due to open water lines or plumbing problems when water service is turned on, the City has implemented the following policy:

When a customer requests that their water service be turned on, the following conditions must be met before water service will be established.

1. The customer must be present at the property location at the time the water service is turned on, if the customer cannot be at the property location on the designated date and time of service connection, the customer assumes all responsibility for any damage, as set forth in the "Water Service Disclaimer". The customer must have access inside the facility to check for leaks and notify the operator that no plumbing problems exist.
2. If a City of Jacksonville's serviceman is required to be sent to the property because the City was not able to leave the water turned on due to running water on the customer's side of the meter, the account will be charged a \$25.00 trip fee each time the serviceman returns to the property.
3. I acknowledge that any water damage incurred due to open faucet, open valve or defective plumbing is my responsibility.
4. I also acknowledge that if the water is not able to be turned on by a Customer Service Representative because of an open faucet, open valve or defective plumbing, the customer is responsible to call the City of Jacksonville to activate the water

I, _____, am requesting water service at the following address: _____, on the following date: _____

Signature

Date

New Sanitation Rates & Services

Effective January 1, 2021 the City of Jacksonville increased sanitation rates. Residents also have the option to choose Residential Curbside with Bulk Pickup. This is a once a month Bulk Pickup that is included in their sanitation cost. Residents who choose Residential Curbside will be charged from the Special Pick Up Rates listed below. All citizens who request a Bulk Pickup will need to contact Public and Community Services at 903-589-3510.

SPECIAL PICK UP RATES	
Pickup Truck Load	\$45.00 per Load
Dump Truck Load	\$65.00 per Load
Only Tree debris and Vegetation	\$35.00 per Load

NEW SANITATION RATES Per Month	
Residential Curbside	\$19.75
Residential Curbside with Bulk Pickup	\$24.90
Placement not more than 50' from the curb	\$22.27
Placement more than 50' from the curb	\$25.36
Multiple- Occupancy less than 4 units.	\$19.18 Per unit
Multiple-Occupancy more than 5 units.	\$12.49 per unit
Cart Rental \$2.00 per month	___Y___N

BULK PICKUP includes unbundled tree debris, furniture, boxes full of trash, construction debris, and appliances (freon purged and tagged). No more than 10 cubic yards will be collected per month. Bulk items will need to be placed on the curb away from the normal garbage.

Please complete the form and return to 1220 South Bolton

SANITATION SERVICE (Please Choose One)	
Residential Curbside	<input type="checkbox"/>
Residential Curbside with Bulk Pickup	<input type="checkbox"/>

Name: _____

Service Address: _____

Signature: _____

Customers that do not return their form within 30 days of turning in their application will be enrolled in the Residential Curbside Plan and will be required to call and get on the Special Pickup List with the Customer Service Center. The City will allow one (1) change of your plan per (12) month period.



City of Jacksonville Bank Draft Authorization (OPTIONAL)

Date: _____

Service Account Holder's Name: _____

Water Account Number: _____

Until further notice, I authorize the City of Jacksonville to automatically draft my bank account:

Routing Number

Account Number

Bank Name

Please attach a cancelled or voided check

For payment of the above account's monthly utility billing. I understand that the utility bill will be mailed to my mailing address on file. My bank account will be drafted on the scheduled date each month unless a holiday or weekend, then it will be drafted on the prior business day.

Customer's Signature:

Would you like to also draft \$1 for the Voluntary Beautification Fund donation each Month?

Yes _____ No _____



FEE SCHEDULE

Water Utility -- Ordinance No. 1555

RETURN CHECK COLLECTION FEE (NSF)	\$35.00
TRANSFER FEE Customer opens an account within 15 days of disconnecting an existing account	\$50.00
RECONNECT FEE (\$50.00 normal business hours) A current delinquent account that has been disconnected for non-payment	\$35.00
NEW WATER DEPOSIT Deposits will be refunded after twelve (12) months of on-time payments by way of credit on account. No cash refund for deposits will be issued unless account is closed in good standing before twelve (12) months.	\$75.00
APPLICATION FEE FOR NEW SERVICE (Non-refundable)	\$25.00
METER TAMPERING FEE Applies to: broken meter locks; damaged/broken curb stop; dialer, damaged or disconnected; meter lock removed; broken meter; stolen meter; unauthorized connection inserted; any unauthorized water usage; obstruction of water meter.	\$50.00 To \$500.00
COMMERCIAL DEPOSIT FEE	(BASED ON METER SIZE)
ADDITIONAL RESIDENTIAL DEPOSIT This will be the deposit for returning customers that want to open a new account but have previously uncollected balances where accounts were closed for non-payment.	\$300.00



CITY OF JACKSONVILLE

Ambulance & EMS Subscription

(OPTIONAL)

INFORMATION

The Jacksonville Emergency Medical Services (EMS) Department charges the Jacksonville residents a basic fee of \$875.00 for ambulance transportation. In addition, a fee of \$15.00 per mile is charged from the incident location to the nearest medical facility that is able to care for the patient appropriately. An itemized breakdown of medical supplies is also incurred while under the care of the EMS personnel.

The City of Jacksonville offers an alternative program for those interested in managing their costs with more certainty.

City of Jacksonville citizens can subscribe to an Ambulance & EMS Subscription Program. For \$8.00 a month added to your city utility bill, subscribers are entitled to three (3) emergency transports per year without any out-of-pocket expenses. However, insurance companies will be billed.

This benefit is only available to residents of the City of Jacksonville. The resident may cancel this service in writing at any time. The City of Jacksonville EMS Department may terminate an existing membership for any reason by giving 30 days written notice to the subscriber.

If protocol recommends air transport, this subscription service **DOES NOT** apply to the services provided by air transport.

THIS SUBSCRIPTION SERVICE IS NOT AVAILABLE TO MEDICAID CLIENTS, APARTMENT BUILDINGS OR TENANTS WHO DO NOT RECEIVE A UTILITY BILL.

In the event emergency transport cannot be provided by Jacksonville EMS, the mutual aid plan will be activated. The emergency service providing the mutual aid will transport the patient and bill the patient. It is the responsibility of the patient to submit the bill to the Jacksonville EMS Department for payment processing.



CITY OF JACKSONVILLE Ambulance & EMS Subscription

(OPTIONAL)

Head of Household Full Name:

Last First Middle

Address: _____

Phone(s): best phone number(s) to contact you.

Account Number: please provide the account number off of your current bill.

Email Address:

Family Members (Name, Relationship, Birthday (MM/DD/YYYY):

I have read and am aware of the purpose, rules, and benefits afforded to me and my family members listed above in return for having joined The Jacksonville EMS Subscription Program, and do hereby agree to all provisions as stated.

Signature: _____