

CONTRACT FOR WATER, SEWER & GARBAGE SERVICES
TOWN OF RANSOM CANYON
806-829-2470
townofransomcanyon.gov

Today's Date: _____

NAME: _____ does hereby make application to the Town of Ransom Canyon for WATER/SEWER/GARBAGE services for the following premises:

STREET ADDRESS _____ **DATE OF OCCUPANCY** _____ **Rent** _____ **Own** _____

MAILING ADDRESS (if different from above address) _____

These services are to be rendered exclusively by the Town of Ransom Canyon so long as services are provided, subject, however, to the terms and conditions of this contract. No single service will be allowed without the remainder of the services offered by the Town being subscribed to, except for Water services only (without Sewage or Garbage) to a vacant lot for purposes of landscaping only or to a lot with ongoing new construction.

- WATER RATES:**
- a. Base rate for all meters, monthly - \$48.25
 - b. Water usage rates:
 - \$5.72 per 1,000 gallons for usage up to 5,000 gallons
 - \$7.22 per 1,000 gallons for usage over 5,000 gallons up to 14,000 gallons
 - \$8.20 per 1,000 gallons for usage over 14,000 gallons

A \$100.00 deposit for Water and a \$50.00 deposit for Sewer is required for each account established. Deposits are held until the final utility bill is paid. **This applies to all utility accounts.**

SEWER SERVICE: \$43.00 per month. **GARBAGE SERVICE:** \$40.00 per month plus applicable sales tax.

Applicant further agrees to be responsible for all charges in accordance with these rates until notice from the subscriber of the Town is received at City Hall that the premises are being vacated or are being occupied by another party. This application becomes a contract only upon acceptance of the same by the Town of Ransom Canyon.

If payment for services is made and is refused by the bank on which such is drawn, the City shall notify the customer and assess an additional charge of \$25.00 for processing such declined payment.

Any failure to pay said utilities and service charges on or before the 25th of the month will be penalized as a \$20 late fee on the existing unpaid balance at the end of each month. If payment is not received by the 25th of each month, service will be disconnected without further notice. In the event service is discontinued because of non-payment, a \$50.00 service charge will be added to make a re-connect and must be paid before the re-connect will take place.

_____ I authorize the Town of Ransom Canyon to email me with information regarding my water account and other city services.

_____ I authorize the Town of Ransom Canyon to release my contact information, including my address and email addresses to the Ransom Canyon Property Owner's Association.

OCCUPANT SIGNATURE: _____ **DAY-TIME TELEPHONE#** _____

E-MAIL ADDRESS: _____

**RANSOM CANYON EMERGENCY SERVICES
CONTACT INFORMATION**

EMERGENCY CONTACT INFORMATION (Please provide information for a person other than an occupant; name, phone numbers, relationship)

PLEASE COMPLETE THE FOLLOWING FOR EACH PERSON WHO RESIDES IN YOUR HOME

The following information is requested so that in the event of an emergency or disaster, emergency personnel such as Police, Fire, and EMS services can access this information in order to serve you. Your privacy will be strictly guarded; this information is not shared with the public.

NAME	RELATIONSHIP
WORK PHONE	CELL PHONE

NAME	RELATIONSHIP
WORK PHONE	CELL PHONE

NAME	RELATIONSHIP
WORK PHONE	CELL PHONE

NAME	RELATIONSHIP
WORK PHONE	CELL PHONE

PETS? We make every possible effort to connect lost pets with their families before taking animals to Lubbock County Animal Services!
PLEASE LIST BREED AND NAME:

§290.47(b) Appendix B. Retail Service Agreement for _____ (street address).

- I. **PURPOSE:** The Town of Ransom Canyon is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the Town of Ransom Canyon will begin service. In addition, when service to an existing retail 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 0.25% 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% 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 Town of Ransom Canyon (the Water System) and _____ (the Customer).**
 - A. The Water System 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 Water System 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 Water System's normal business hours.
 - C. The Water System 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 reinspection.
 - 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 Water System shall, at its option, 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:** _____



CONSENT TO DISCLOSE UTILITY CUSTOMER INFORMATION

This form was prepared by the Town of Ransom Canyon as required by Texas H.B. No. 872, section 182.052 (c) of the Utilities Code

INFORMATION THAT COULD BE REQUESTED:

data related to all services provided by the utility. Such information includes your account balance, payment history, and total use per billing period. The information provided by the utility may include any other information regarding your account contained in utility records.

CUSTOMER'S CONSENT

Your information is treated as private by the utility and can only be disclosed as permitted by Texas H.B. No. 872, section 182.052 (c) of the Utilities Code. You are not required to authorize the disclosure of your customer information, and your decision not to authorize the disclosure will not affect your utility service.

Please initial by your selection:

_____ you authorize the utility to disclose your customer information to a requesting entity. This consent is valid until you terminate your service or withdraw consent by sending a written request with your name and service address to the utility at the address specified below. You may terminate this consent at any time.

_____ you DO NOT authorize the utility to disclose your customer information to a requesting entity.

By signing this form you acknowledge and agree that you are the customer(s) of record for this account

Please complete this form and return it to the utility either by:

- Email:
- klaverty@townofransomcanyon.org

Mail: Town of Ransom Canyon
24 Lee Kitchens Drive

CUSTOMER ACCOUNT NUMBER _____

SERVICE ADDRESS _____

PRINTED CUSTOMER(S) NAME _____

SIGNATURE OF CUSTOMER(S) _____

DATE SIGNED _____ CUSTOMER PHONE NUMBER () _____

(OPTIONAL SERVICE)

**TOWN OF RANSOM CANYON
BANK DRAFT AUTHORIZATION AGREEMENT**

Name: _____

Address: _____

Mailing Address if different from home address:

BANK DRAFT: The bank draft will be drawn on the 10th calendar day of each month. A bill will be sent to you the first of every month, to let you view the bill and know how much the draft will be.

PLEASE INCLUDE A VOIDED CHECK SHOWING YOUR ACCOUNT NUMBER AND TRANSIT ROUTING/ABA NUMBER

I hereby authorize the Town of Ransom Canyon and the financial institution designated to make automatic payments from the account I have specified on this authorization form. I understand that this authority is to remain in effect until canceled in writing by myself, the Town of Ransom Canyon, or the financial institution designated.

If a draft is returned for insufficient funds, a cash payment of the denied amount plus a \$25.00 insufficient funds fee will be required immediately upon notification by the Town of Ransom Canyon.

Signature: _____ Date: _____

TO SET UP A CREDIT CARD DRAFT:

Your first payment will need to be made via check or cash to Ransom Canyon, 24 Lee Kitchens Dr., Ransom Canyon, TX 79366

After your first payment, you will be able to set up AutoPay at <http://www.municipalonlinepayments.com/ransomcanyontx/utilities> You will be asked to provide your utility account number and the amount of your last payment. The software will send you notice of payment each month.

NOTE: Payments are subject to a \$1.25 processing fee plus a 3% credit card fee.



Dear New Resident,

Welcome to Ransom Canyon! The Ransom Canyon Property Owners Association (POA) is delighted to have you join our community. We hope you will find Ransom Canyon a wonderful place to call home.

The POA works to maintain our beautiful community and keep residents informed. We encourage you to visit our website at ransomcanyonpoa.org for valuable information and resources.

We also publish a monthly e-newsletter called *The Echo*, which is filled with important news from the POA, upcoming events, POA meetings and other community information. We highly recommend subscribing to stay connected. You can visit our website to subscribe.

As a property owner, you will have an annual assessment of \$60 per lot. Notices for the annual assessment are sent out each December and are due by March 1st of the following year. You have the convenience of paying your invoices online through the POA website or by check.

To help us keep our records updated and ensure you receive important communications, please take a moment to fill out the information below:

First Name: _____
Last Name: _____
Cell Phone: _____
Email: _____
Address: _____
Additional RC Properties (if applicable): _____

How would you prefer to receive your annual assessment invoice?

Please mail an invoice to me. (Make checks payable to Ransom Canyon POA)

Please email an invoice to me so I can pay online.

If you have any questions, please do not hesitate to contact us. We look forward to seeing you around the canyon and the next community event!

Sincerely,

Ransom Canyon Property Owners Association

Ransom Canyon Property Owners Association
poa@ransomcanyonpoa.org ♦ www.ransomcanyonpoa.org
A Lakeshore Drive Ransom Canyon, TX 79366



How to Stay Connected

- Find the residents group on Facebook @ www.facebook.com/groups/RansomCanyonResidents. This is managed by a resident and is not managed by the POA.
- **POA meets** every 2nd Tuesday at 6:30 PM at the Ranch House. All are encouraged to attend. If there is ever a change in date or time it will be posted on www.ransomcanyonpoa.org.

About the Community

- **Bylaws, Deed Restrictions, and other helpful information** is located on www.ransomcanyonpoa.org.
- **Ransom Canyon Events Committee meets** monthly at the Ranch House on the last Sunday @ 4 pm. Anyone interested in joining, is welcome to attend and participate in discussions about current events or propose new ideas.
- December - **Annual assessment** notices go out. Annual assessment is \$60 per year per lot and is due by March 1st.
 - **Paying by Check / Money Order:** Please mail your payment to **A Lakeshore Dr. Ransom Canyon, TX 79366**. Please note in the memo line which property(ies) you are paying dues for.
 - **Online Bill Pay through your Banking Partner:** Simply set up your Association as a vendor, enter your Account Number, enter the address **A Lakeshore Dr. Ransom Canyon, TX 79366**, and schedule payment to be made by the due date. Please note in the memo line which property(ies) you are paying dues for.
 - Online payment through the www.ransomcanyonpoa.org is in progress. More information to come...
- **The Echo** goes out via email on the 1st of each month.
- **Boat docks** on the causeway and near the boat ramp are maintained by the POA and can be rented for 11 months out of the year beginning April 15th and going through March 15th. More information can be found on the POA website.

Ransom Canyon Property Owners Association
poa@ransomcanyonpoa.org ♦ www.ransomcanyonpoa.org
A Lakeshore Drive Ransom Canyon, TX 79366

IMPORTANT PHONE NUMBERS FOR RANSOM CANYON RESIDENTS

RANSOM CANYON CITY HALL 806-810-2736

RANSOM CANYON POLICE DEPT

EMERGENCY 911

NON-EMERGENCY 806-810-2067

SOUTH PLAINS ELECTRIC CO-OP 806-775-7732

SOUTH PLAINS TELEPHONE CO-OP 806-763-2301

ATMOS ENERGY 888-363-7427

SLATON POST OFFICE 806-828-3707

**INTERNET SERVICES: FIBER OPTIC INTERNET & TV: SOUTH PLAINS
TELEPHONE 806-763-2301 WIRELESS INTERNET: RESOUND NETWORKS 800-806-1719
RISE BROADBAND 844-207-1300, OPTIMUM 844-651-6661**

***TRASH PICK-UP IS ON TUESDAYS AND FRIDAYS.** If your trash does not get picked up on the normal day, please leave it out until it is collected.

***PUT YOUR TRASH OUT THE NIGHT BEFORE** with the lid opening toward the street and not within 3 ft of a car or other obstruction.

***ALL TRASH MUST BE CONTAINED IN THE POLYCART.**

***DO NOT PUT DIRT OR EXTREMELY HEAVY ITEMS IN THE POLYCART.**

***THE CITIZENS COLLECTION CENTER,** located east of City Hall, has large dumpsters for overflow trash, tree, and grass clippings. You are allowed to use this center 5 times a month. After the 5th time, you will notice a \$15.00 fee added to your Utility statement.

***Visit our website at: townofransomcanyon.gov for announcements and additional information**

***WAYS TO PAY YOUR UTILITY BILL:** Deliver cash or check payment to City Hall, inside, or use the 2 drop boxes. Set up a draft with a voided check through City Hall. Choose the City website and look for the “pay utility bill online” icon, or pay by credit card by calling City Hall (806-810-2736) or Municipal Online at (833-441-1746).

Let's Talk Trash!

Trash FAQ's

When does the trash get picked up?

- Trash pick-up is on Tuesdays and Fridays

Why didn't my trash get picked up?

- The trash truck comes in the wee hours of the morning. Set out your trash the night before to ensure pick up.
- Trash must be contained in the polycart provided by the company. Trash in bags or in other containers will not be picked up.
- Your polycart was blocked by a car or was otherwise not in a position for the truck to reach it. The cart must not be within 3 ft. of any obstruction and the lid must open toward the street.
- The landfill was closed. The landfill closes on major holidays and because of extreme weather conditions such as mud, snow, ice and dangerously high wind. City Hall will send an email announcing interruption of service--please be sure we have your email address

What do I do if my trash isn't picked up?

- Leave your polycart in place until the trash is picked up. If trash service is delayed because of equipment failure, etc., they will make every attempt to finish the route later in the day or pick it up the next day.

What about trash that doesn't fit in my polycart?

- The Citizen's Collection Station, located east of City Hall, is a gated area containing large dumpsters for extra household trash, tree and grass clippings, and metal for recycling. Residents must obtain a key fob from City Hall in order to access this area.

My polycart is broken. How do I get a new one?

- Call City Hall - we will contact the garbage collection company to request a replacement for you.

Can I have more than one polycart?

- Yes, for an additional monthly garbage charge of \$40.00

Other questions?

- Please call City Hall.



Please Don't be a Trashy Person!

- ♦ Bag all trash before putting it into the polycart. Loose trash can blow out and litter the Canyon; it also can attract scavenging animals.
- ♦ Roll your polycart back up to your house when it is empty. This keeps our City beautiful and prevents polycart damage and loss due to the wind.

TOWN OF RANSOM CANYON

24 LEE KITCHENS DRIVE

RANSOM CANYON, TX 79366

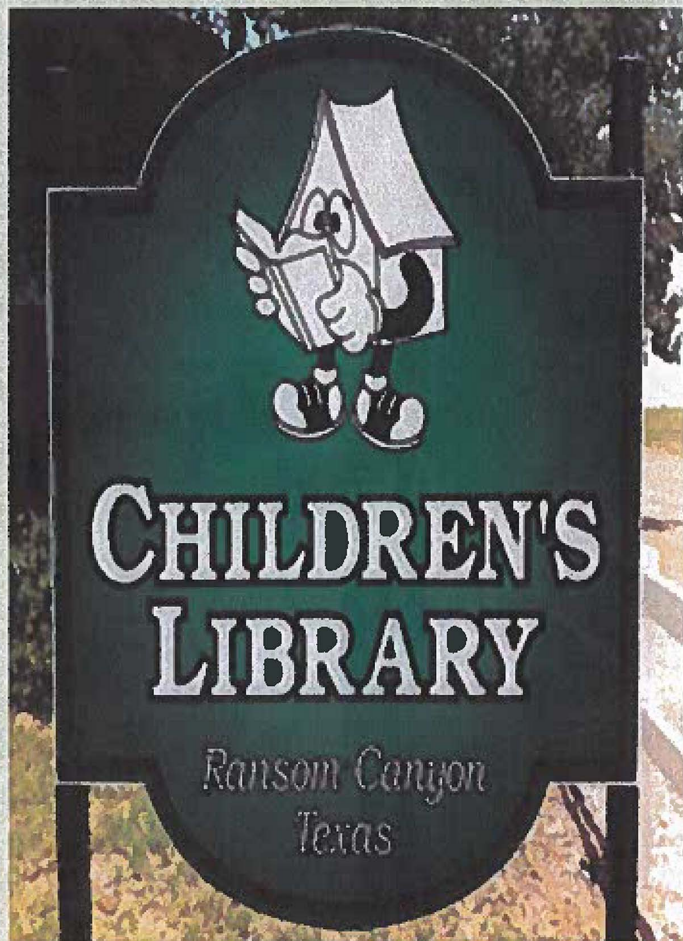
806-829-2470

OPEN MONDAY--FRIDAY

8 AM TO 4:30 PM

townofransomcanyon.gov

RANSOM CANYON CHILDREN'S LIBRARY



The Town of Ransom Canyon is proud to have the only Children's Library in Lubbock County. In addition to a large selection of children's books and movies, our little library has a wing dedicated to library activities and technology, including an Early Literacy Station which is specifically designed to inspire every child aged 2 yrs. to 10 yrs. to become a lifelong reader.

Teenage readers have their own library section, too!

Librarian, Mary Roberts, provides many special programs and activities for the children throughout the year, including an extensive summer program that includes guest speakers, games and crafts, and prizes for reading achievements.

LIBRARY HOURS

The Library is located at 26 Lee
Kitchens Drive (next to City Hall)

TUESDAY AND THURSDAY 2:30 TO 6 PM

SATURDAY: 12 NOON TO 3 PM

LIBRARIAN: Mary Roberts
806-829-2466

