

# WELCOME TO THE CITY OF KEENE

## NEW WATER ACCOUNT SERVICE INSTRUCTIONS:

1. COPY OF DRIVER'S LICENSE / STATE ISSUED IDENTIFICATION
2. COPY OF LEASE/RENTAL AGREEMENT OR PROOF OF OWNERSHIP
3. CHECK, MONEY ORDER, CASH OR CREDIT CARD IN PERSON FOR DEPOSIT OF \$200 OR \$100 WITH LETTER OF CREDIT FROM UTILITY COMPANY WITHIN LAST 12 MONTHS WHICH INCLUDES PROOF OF NO LATE FEES AND DISCONNECTIONS.
4. IF YOU NEED TO EMAIL OR FAX ANY OF THE ABOVE. PLEASE EMAIL [A.ANDREWS@KEENETX.COM](mailto:A.ANDREWS@KEENETX.COM)  
FAX 817-556-2060
5. ALL ITEMS MENTIONED MUST BE PROVIDED AT TIME OF SERVICE REQUEST. WATER WILL NOT BE CONNECTED WITHOUT ALL DOCUMENTATION.

**TO HAVE WATER TURNED ON SAME DAY WE MUST RECEIVE ALL PAPERWORK BY 3:00 PM. AFTER 3:00 PM THERE WILL BE \$35.00 ON CALL FEE TO HAVE ONCALL COME OUT TO CONNECT SERVICES.**



Letter of Credit Rcvd:	
Needs Trash Can:	
Deposit Paid:	\$

**Water Utilities – Utility Service Application & Agreement (3 pages)**

1000 N. Old Betsy Rd\* Cleburne, Texas \* 76031\* 817-641-3336 \* Facsimile 817-556-2060

**PLEASE PRINT CLEARLY**

Requested Service Date: \_\_\_\_\_  Residential  Non-Residential

Own (Proof of ownership required)  Rent (copy of lease or rental agreement required)

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

Mailing Address: \_\_\_\_\_

**Applicant Information:**

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ DL# or ID #: \_\_\_\_\_ DL/ID State: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**Email (PLEASE PRINT CLEARLY):**

I opt in for email correspondence for utility billing (no paper bill will be mailed).

I decline email correspondence for utility billing and understand all bills shall be mailed regular mail.

**Applicant Employer Information:**

Employer: \_\_\_\_\_ Work Phone#: \_\_\_\_\_

**Co-applicant/Spouse Information:**

Spouse Name: \_\_\_\_\_ Spouse Date of Birth: \_\_\_\_\_

**Landlord Information:**

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

I understand and agree to the terms and conditions. I understand should I default on this agreement my services will be disconnected without further notice; a \$50.00 administration fee assessed. Furthermore, I understand an additional deposit may be required if disconnected more than once within 12-month period. (City of Keene Ordinance 2019-589)

Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

<i>Internal Use Only</i>	
Processed By:	
New acct #:	

## **Terms and Conditions of Agreement**

### **New Account Deposits**

Upon establishment of an account, the applicant shall have the choice either to pay a deposit of \$200.00 without a letter of good standing or provide a letter of good standing from another existing utility account demonstrating the account holder is current with all payments within a twelve (12) month period and pay a reduced deposit of \$100.00. Outside city limits the deposit is 1.5 times the amount listed. Customers whose applications are submitted after 1 p.m. and processed by the City shall be turned on the same day upon payment of a \$35.00 Connection Fee.

### **Due Dates and Late Fees**

Payments are due in full no later than 5 p.m. on the seventh (7<sup>th</sup>) day of the month. After 5 p.m. a 10% late payment fee shall be added. Any payments placed in drop box, mailed, by phone or paid online after 5 p.m. are considered late and subject to late fee.

### **Administration Fee**

If payment is not received by 5 p.m. on the twentieth (20<sup>th</sup>) day of the month, an Administration Fee of \$50.00 shall be assessed to the account and subject to disconnection of service.

### **Social Security Customers**

Customers that rely on social security payments and their payment arrives after the due date may apply to be placed on a list that waives the late penalty, upon providing proof of the payment arrival date, so long as the account balance consists of only the currently billed amounts.

### **Payment Extensions**

Customers can only request a payment extension once every six (6) months for a maximum of ten (10) calendar days. A customer's past compliance with such allowances will dictate whether a customer will be allowed additional time and is subject to approval of the Finance Department.

### **Disconnection Additional Deposits**

An additional deposit amount shall be charged each time a customer's service is disconnected for non-payment more than once in any twelve (12) months.

### **Leak Adjustments**

When a customer has a leak on the customer's side of the meter, the City will work with the customer on the leak adjustment if applicable. Customer's requesting an adjustment will need to complete a Leak Adjustment form and will be required to have a receipt from a licensed plumber or proof of purchase for apparatus for the repair. Without appropriate document the request shall be denied. Adjustments do NOT apply to leaking faucets, toilets, shower heads, or any like fixtures.

### **Outstanding Debt Search**

An outstanding debt search for a new account will be initiated. If any unpaid debt on any account(s) under the applicant's name or any person(s) on the lease is discovered, it will be applied to the account. You will be required to pay the full amount at the time of activation. If for any reason an outstanding balance is discovered after the time of activation, the full amount will be added to your bill. Any non-payment will cause utilities to be disconnected.

**Confidentiality**

Under the Texas Utilities Code, Chapter 182 this enables you to request confidentiality of certain information. If you would like your account information including your name, address, telephone numbers, volume of usage and billing costs to be kept confidential and not to be disclosed for public information purposes please check appropriate box.

- Keep Confidential                       Not Confidential
- 

I understand and agree to the terms and conditions. I understand should I default on this agreement my services will be disconnected without further notice; a \$50.00 administration fee assessed. Furthermore, I understand an additional deposit may be required if disconnected more than once within 12-month period. (City of Keene Ordinance 2019-589)

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

<i>Internal Use Only</i>	
<i>Processed By:</i>	
<i>New acct #:</i>	
<i>Notes:</i>	

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**Notify Me**

Type of notifications you would like to receive, please check the following:

- Warnings
- Watch
- Local Community Events (includes law enforcement/fire alerts, water outages, power outages, public meetings, road closures and billing notifications)

**Preferred method of contact (you will receive notification to each you choose):**

- Text Message to Cell #: \_\_\_\_\_
- Call Home Phone #: \_\_\_\_\_
- Email notifications to: \_\_\_\_\_



# Registration Information for Dogs/Cats

## Keene Animal Services

§ 94.42 LICENSE. (\$10.00 PER ANIMAL REGISTERED W/PROOF OF RABIES

### CERTIFICATE)

(A) The only animals within the city required to be licensed with the city are dogs and cats.

(B) All city licenses issued by the Animal Control Department shall expire 12 months from the date they were issued. No license shall be issued for any period greater than one year. Persons requesting a license for their animals shall provide proof that the animals are currently vaccinated. A vaccination certificate issued by a veterinarian licensed by the state shall be the only acceptable proof of vaccination. Once it is established that the animals are currently vaccinated, a license shall be issued. Anyone moving into the city shall obtain a city license for their animals within 90 days after moving into the city.

(C) Upon proof of rabies vaccination, the Animal Control Department shall issue a receipt and a color-coded numbered metal tag. The tag shall be securely fastened to their animal by means of a collar or harness at all times. The Animal Control Department shall keep a register of all licenses issued in which shall be entered the name of the owner of the animal; description of the animal to include breed, color(s), sex and age; address and phone number of owner; date of vaccination; license tag number; date issued; and date of expiration. It shall be unlawful for any person to remove any tag issued under the provisions of this section from any animal without the written consent of the owner. (2001 Code, § 4-68) (Ord. passed 11-19-1987; Ord. 1992-17, passed 7-2-1992) Penalty, see § 10.99

### § 94.44 NUMBER OF DOGS AND CATS ALLOWED.

It shall be unlawful to keep or harbor more than four dogs and/or four cats six months of age or older on any premises within the city.

(2001 Code, § 4-70) (Ord. passed 11-19-1987) Penalty, see § 10.99

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### OWNER INFORMATION

Registration Application for Dogs/Cats

Renewal: \_\_\_ First Time: \_\_\_

Name (Print Clearly)

Date

Address

City

State

Zip

Primary Phone

Secondary Phone

E-mail (Optional)

Driver's License or ID

State

Expiration Date of Birth

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*PET INFORMATION ON BACK*

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**PET INFORMATION**

<b>Pet Name:</b>					
<b>Species:</b>	(dog) (cat)	(dog) (cat)	(dog) (cat)	(dog) (cat)	(dog) (cat)
<b>Breed:</b>					
<b>Gender:</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male	<input type="checkbox"/> Male
	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female	<input type="checkbox"/> Female
	<input type="checkbox"/> Sterilized	<input type="checkbox"/> Sterilized	<input type="checkbox"/> Sterilized	<input type="checkbox"/> Sterilized	<input type="checkbox"/> Sterilized
<b>Color:</b>					
<b>Age:</b>					
<b>Size:</b>	<input type="checkbox"/> Small	<input type="checkbox"/> Small	<input type="checkbox"/> Small	<input type="checkbox"/> Small	<input type="checkbox"/> Small
	<input type="checkbox"/> Medium	<input type="checkbox"/> Medium	<input type="checkbox"/> Medium	<input type="checkbox"/> Medium	<input type="checkbox"/> Medium
	<input type="checkbox"/> Large	<input type="checkbox"/> Large	<input type="checkbox"/> Large	<input type="checkbox"/> Large	<input type="checkbox"/> Large
<b>Rabies #:</b>					
<b>Date:</b>					
<b>Veterinarian</b>					
<b>Vet Phone#</b>					
<b>City License #</b>					
<b>Animal notes:</b>					



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**Water, Sewer and Sanitation Services**

**Welcome to Keene**      **Office Hours: Monday-Friday 8:00 - 5:00.** Here is a brief summary of our billing policies and rates for all persons obtaining water, sewer and sanitation services from the City of Keene.

**\*\*\*EXERCISE YOUR RIGHT TO PRIVACY – REQUEST “CONFIDENTIAL” ON YOUR PERSONAL INFORMATION.\*\*\***

<b>Security Deposit:</b>	Within City Limits	\$200.00*
	Outside City Limits	\$300.00*
	Sanitation Only	\$25.00*

**If water service is disconnected for non-payment, an additional deposit may be required before services will be restored.**

<b>Reconnect Fee:</b>	Water and Sewer Service	\$50.00
	Sewer Service Only	\$500.00

**Returned Check/ACH Fee: \$25.00**

**Meter Test Fee (customer request): \$25.00 (no charge if a problem is determined on City-side)**

<b>Residential Water Rates:</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Base Rate (includes 1 <sup>st</sup> 1,000 gallons)	\$25.00	\$37.50
Each additional 1,000 gallons up to 20,000	\$8.70	\$13.05
Each additional 1,000 gallons up to 75,000	\$9.20	\$13.80
Each additional 1,000 gallons over 75,000	\$10.20	\$15.30

<b>Commercial Water Rates:</b> (all RV parks are required to have a 2” water meter)		
Base Rates (includes 1 <sup>st</sup> 1,000 gallons):	<b>¾” Meter - \$66.50</b>	<b>1½” Meter - \$133.00</b> <b>2” – 4” Meter - \$320.00</b>
Each additional 1,000 gallons up to 20,000	\$8.70	
Each additional 1,000 gallons up to 75,000	\$9.20	
Each additional 1,000 gallons over 75,000	\$10.20	

<b>Residential Sewer Rates (based on water consumption)</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Base Rate (includes 1 <sup>st</sup> 1,000 gallons):	\$33.86	\$50.79
Each additional 1,000 gallons	\$1.27	\$1.91
Residential Service Maximum (13,000 gallons)	\$49.10	\$73.71
Residential Service without Keene Water (Flat Rate)	\$49.10	\$73.65

<b>Sanitation Rates (effective May 7, 2020):</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Residential Base Sanitation Rate	\$11.64 plus tax	\$17.49 plus tax
Additional carts (3 cart maximum)	\$3.83 plus tax	\$5.57 plus tax
Commercial Hand Load	\$18.46 plus tax	\$27.69 plus tax
Additional carts	\$3.83 plus tax	\$5.57 plus tax

**Residential Minimum Bill:**  
 Inside City Limits (water, sewer, and sanitation) - \$70.50 plus tax  
 Outside City Limits (water, sewer, and sanitation) - \$105.78 plus tax

\*reduced by \$100 with Letter of Credit from utility company (gas, water, electric) reflecting good standing, no late fees and no disconnection fees within last 12 months.

**Trash Collection Schedule:**  
**Monday:** All south of E. Hwy 67, between Old Betsy Rd and Cleburne/Mansfield Rd, north to Oakdale.  
**Tuesday:** North of E. Hwy 67 and east of Old Betsy Rd.  
**Wednesday:** West of Old Betsy Rd, north of Oakdale, and west of Cleburne/Mansfield Rd.

Place sanitation cart curbside by 7:00 a.m. All sanitation shall be placed for collection at curbside in closed plastic bags AND inside the blue sanitation cart with lid closed. Carts should not be placed curbside before 7:00 p.m. prior to scheduled day of collection, nor should empty carts be left at curbside past 9:00 a.m. after scheduled day of collection. Any questions regarding sanitation service, please call Republic Services at (254) 221-4418.

First Tuesday of every month, curbside bulk-item pick up is available for Residential customers upon request only. Must contact Republic Services no later than 12:00 p.m. the day before the bulk pickup date to schedule. Notice will be given with your water bill, on the city website, and by other communication means. Residential customers receive one free 4-cubic-yard load dump of residential trash at the landfill per quarter upon presentation of a current bill showing residential trash service.

**Bill Collections:**

1. All bills for water used and/or services rendered by the City of Keene shall be due and payable by the 7<sup>th</sup> day of each month. All bills not paid by the 7<sup>th</sup> shall receive a ten percent (10%) penalty added to the amount of such bill.
2. If payment is not received by 5:00 p.m.- close of business on the 20<sup>th</sup> of the month, water services may be TERMINATED.
3. Customers may request a payment extension once every six (6) months. Payment extensions must be signed on or before the 20<sup>th</sup> of the month.
4. Customers may request a leak adjustment. Request must be submitted within ten (10) calendar days from the time customer receives their water bill. Plumbing repair or parts receipts are required.
5. In the event water services are disconnected, the following sums shall be paid to the city prior to reconnection of such services:
  - a. Fifty (\$50.00) dollars reconnection fee – All service will be reconnected only between normal business hours of 8:00 – 5:00 p.m Monday thru Friday.
  - b. Thirty (\$30.00) dollars (in addition to the above charge) may be charged if meter is pulled and re-installation is required.
  - c. Two hundred (\$200.00) tamper fee will be charged if a customer breaks a lock and turns the water meter on.
  - d. A five hundred (\$500.00) dollar fine may be charged to anyone bypassing the City system in any way.

**By City Ordinance, it is unlawful for any person other than an employee of the City of Keene Water Department, acting on behalf of the City, to engage, disengage, or otherwise tamper with any water meter.**

**Bill-Pay Options:**

Online payments at [www.keenetx.com](http://www.keenetx.com)

Mail payments to P.O. Box 637, Keene, TX 76059

Automatic bill pay – complete a Utility Draft Authorization Form (available at City Hall)

Night Drop Box – drop box emptied every morning at 8:00 a.m. All payments are posted as received the previous day.

**When moving out, please notify us to disconnect your service. You are responsible for all water consumption until the City has been properly notified and service is disconnected.**

**Important phone numbers for your convenience:**

AT&T	800 464-7928
Ambulance/Fire (non-emergency)	817 556-2474
Animal Control	817 933-1838
Atmos Gas	800 460-3030
Internet/Nextlink	855 698-5465
Oncor Electric	888 313-6862
Police Department (non-emergency)	817 641-7831
Post Office	817 645-5978
Property Tax Office	817 645-3986
Public Works	817 641-3336
Texas Choice Electric	866 797-4839

[www.powertochoose.org](http://www.powertochoose.org)