



Welcome, new resident, to Thrall, Texas! Incorporated in 1915, Thrall is a municipality in Williamson County with a population of approximately 839 residents (last census, 2010).

A few helpful pieces of information about the City of Thrall:

- Tuesday: Garbage pick-up day for residents. Each resident is provided with a 96-gallon blue cart from Al Clawson Disposal. **Please have your cart to the curb by 7:00am Tuesdays.** You may have up to two (2) 30-gallon bags on New Year's Day, Fourth of July, Thanksgiving Day, and Christmas Day. If you wish to obtain a second cart at an additional monthly cost, please contact City Hall.
- The first phone number you list on the Water Application when starting your account may be used by our call-out system in the event that a boil water notice or other emergency situation arises. If you have questions or concerns about this, please contact City Hall.
- 3rd Wednesday of each month: City Council meetings are usually held at City Hall at 7:00pm. If you wish to be placed on the agenda to discuss an issue with the Council, please contact the City Secretary regarding the process.
- **Pet tags** can be purchased at City Hall for \$2.00 each. Proof of rabies vaccination must be presented.
- **City's website:** www.cityofthrall.com. Water payments may be made through the Residents Portal.
- **Important Phone Numbers:**
 - ❖ City Hall: (512) 898-5306
 - ❖ Thrall Municipal Court: (512) 898-5395
 - ❖ After-hours water emergencies: (512) 269-7335
 - ❖ Thrall Police Department: (512) 898-5407 – Please call 911 for emergencies!
 - ❖ The Thrall Police Department also has a Facebook page maintained by the Chief of Police which keeps many residents up-to-date on the happenings around Thrall!
 - ❖ Thrall Volunteer Fire Department: (512) 898-4272 – Please call 911 for emergencies!
 - ❖ Thrall Post Office: (512) 898-2011

Water bill information:

- Water, sewer, garbage, and tax are included on the water bills.
- **Minimum bill: \$68.78** (\$32.00 for first 2,000 gallons water (minimum charge), \$9.05 for every 1,000 gallons over the minimum, \$20.00 for sewer, \$15.50 for garbage, \$1.28 for tax)
- Sewer charges are based on water usage averaged over the months of December, January, and February, and are updated on your bill around April or May of each year.
- **10% Late fees go into effect after the 15th of the month and disconnects are on the 25th of the month, unless these days fall on a Friday, Saturday, Sunday, or holiday. Please see the bill note on the bottom left of your bill for specific late fee and disconnect dates or contact City Hall for that month.**
- If you do not receive your water bill by the 5th of the month, please contact City Hall.

If you should have any questions, or if there is anything we can help you with, please call City Hall at (512) 898-5306. Office hours are Monday-Friday, 8:00am-4:30pm, closed from 12:00pm-12:30pm for lunch. We hope you find Thrall to be a wonderful place to live!

CITY of THRALL Water Application

The following are required to start service:

1. Water Application (4 pages)
 2. Copy of proof of ownership/lease agreement
 3. Copy of driver's license or ID of applicant(s)
 4. \$200.00 deposit (3% card fee will be added if paying by debit or credit card)
- Water services can be connected during regular business hours before 3:30pm.**

PLEASE PRINT CLEARLY

Date: _____

Applicant: _____ 2nd Applicant: _____

Service Address: _____

Mailing Address (if different): _____

Phone Number: _____ Work Number: _____

Check Applicable Items: Residential Commercial
 Tenant Owner

The Utility agrees to sell and deliver water to the Customer and the Customer agrees to purchase and receive from the Utility in accordance with the rules and regulations of the Utility as included in its approved Tariff on file with the Utility and the Texas Water Commission.

All water will be measured by meters which are furnished, installed, owned and maintained by the Utility. The meter and/or connection is for the sole use of the Customer to serve water to one dwelling, business or property, etc., without the specific written authorization of the Utility and in compliance with applicable rules and regulations.

The Utility has the right to locate a water service meter and the pipes necessary to connect the meter on the property of the Customer at a point mutually agreeable to both the Utility and the Customer. The Customer will allow the Utility access at all reasonable times to its property and equipment located upon the Customer's premises for the limited purposes of reading the water meter, repairing or replacing existing facilities, and to check for illegal connections or unsafe plumbing practices or cross-connections, in compliance with the requirements of the Texas Water Commission's Rules and Regulations for Public Water Systems.

The use of pipes and pipe fittings that contain more than 8.0% lead or solders flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the water supply.

The Utility will average your water usage from the months of December, January, and February (if you had a leak during any of those months, we will use the month prior or after) each year to figure your waste-water charges for the next 12 months.

Signature of 1st Applicant

Date

Signature of 2nd Applicant

Date

-----DO NOT WRITE BELOW/OFFICE USE ONLY-----

Initials/Date	Description	Ck/Cash/CC	Deposit Amount
	Water & Sewer Security Deposit		
Meter Read	Route No.	Seq No.	Account No.

SERVICE AGREEMENT

- I. **PURPOSE.** The City of Thrall is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Thrall will begin service. In addition, when service to an existing 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 8.0% 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 City of Thrall (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 are 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 re-inspection.
 - 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.

Signature of 1st Applicant

Date

Signature of 2nd Applicant

Date

Notice of Confidentiality

House Bill 859, effective September 1, 1993,
Requires "government-operated" utilities to notify
customers of their right to confidentiality.

You are hereby informed that you have the right to request confidentiality of your personal information contained in our records. Personal information is defined as an "individual's address, social security number, drivers' license number and telephone number". Please be aware that you also have the right to rescind a request for confidentiality. To exercise your rights, please complete the information requested on this form.

Account Number: _____

Name: _____ Name: _____

I hereby request confidentiality of my personal records.

I hereby rescind my request for confidentiality

Date: _____

Signature: _____ Signature: _____

Derecho de Privacidad de Información Personal

Según el proyecto 859, efectivo el primero de, septiembre de 1993,
Se requiere que las Compañías de Utilidades "operadas por
El gobierno" avise a sus clientes de su derecho a privacidad.

Por lo tanto se le informa que usted tiene el derecho de requerir privacidad de su información personal en nuestro registro. "Información personal" según la define significa una dirección individual o numero de teléfono. Por favor sepa que usted también tiene el derecho de renunciar a su requerimiento de privacidad.

Numero de cuenta: _____

Nombre: _____ Nombre: _____

Por este medio requiero privacidad de mi información personal.

Por este medio renuncio a mi requerimiento de privacidad.

Fecha: _____

Firma: _____ Firma: _____