



Ferris Water Department Information Sheet

City of Ferris
104 S. Central
Ferris, TX 75125

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www.cityofferris.org

APPLICATION FOR SERVICE

To begin utility services, each customer must complete an application for service. By completing the application and service agreement the customer agrees to pay for all charges for service and abide by policies presented here. All applicants should provide proper identification and correct information when they apply for service.

DEPOSITS

Each customer is required to provide a deposit to begin new service. Deposits may be paid by check or cash. The office also accepts credit/debit cards. Processing fees will apply for credit/debit card payments according to our third party contract. Deposit amounts are \$200.00 for residential rental property or commercial property, and \$100.00 for residential ownership of property (Proof of ownership is required). There is also an application fee of \$15.00 along with the deposit.

Deposits will be refunded to customers when the account is closed. The deposit will be applied toward payment of the final bill and any remaining amounts will be refunded to the customer. If an account becomes delinquent an additional deposit may be required to continue service.

MONTHLY BILLING

The City of Ferris reads all meters during the last week of each month for consumption occurring during that month. Bills are generated and mailed to customers on the last business day of the month. Bills are due upon receipt, no later than the 15th of each month. If the 15th falls on a weekend or city holiday, payment must be received before 8:00 a.m. of the following business day. For zero usage, minimum usage rates will apply. Failure to receive a bill or second notice does not relieve the customer from the responsibility of a timely payment or negate any fees or penalties due.

***NEW*: PAY YOUR WATER BILL ONLINE!**

Go to www.cityofferris.org and click on "e-Services". Payments made using this service will have a processing fee added according to our third party contract.

PAYMENT

There are several payment methods available to customers. The City of Ferris accepts checks, cash, and credit/debit cards. Payment may be made at the Finance Building located at 104 S Central, Monday through Friday, 8:00 a.m. to 5:00 p.m. A drop box is located at the back of the Finance Building for after hours payments. Payments may be mailed to the City of Ferris at 104 S Central Ferris, TX 75125. There is also the option of a monthly automatic bank draft.

PAST DUE ACCOUNTS/LATE FEES

If a bill is not paid in full by the due date, a late fee of ten percent (10%) of the charges due will be assessed. An account is considered past due if not paid in full by the 15th of the month. If the 15th falls on a weekend or city holiday, payment must be received by 8:00 a.m. of the following business day. All late charges are automatically added at 8:00 a.m. on the 16th. Payments must be received in the City of Ferris' office by the due date, not postmarked, to avoid a late fee penalty.

EXTENSIONS ON WATER BILLS

The City of Ferris does not regularly allow extensions on water bills. In the case of extenuating circumstances, a request for an extension may be submitted prior to the 20th of the month, for the finance director to review. If approved, the account will be noted accordingly. Each account is allowed only 1 extension during the history of the account.

LEAK ADJUSTMENTS

An adjustment may be considered for a customer who has experienced a leak for over 10,000 gallons of water usage. A written statement requesting the adjustment and proof of the leak, such as a repair bill, must be submitted to the department. No more than one (1) leak adjustment may be given to a customer within a six month period.

DISCONNECTION OF SERVICE FOR NON-PAYMENT

The City has the right to disconnect service for non-payment if payment has not been received by 5:00 p.m. on the 20th of each month. If a bill is not paid in full by 8:00 a.m. on the 21st, a disconnect list is sent to the Public Works Department to cut off water. Once the list goes out, there is a \$25.00 reconnect fee if payment is made before 5:00 p.m. If it is after 5:00 p.m. and you wish to have water reconnected, there is a \$50 reconnect fee. If the 20th falls on a weekend or city holiday, payment must be received by 8:00 a.m. of the following business day.

If water needs to be reconnected after office hours, contact the Ferris Police Department at 972-544-2225. Any and all fees owed will be paid to the Police Dispatcher. Someone from the water department will be dispatched to reconnect your water service. However, there will be no reconnections after 9:00 p.m.

If water is disconnected and the amount owed is not paid before the last business day of the month, the account will be finalized and closed. At this point, there will be a new deposit required (see deposit amounts above) to continue water services with the City of Ferris.

VOLUNTARY DISCONNECTION OF SERVICE

In order to cancel a utility account with the city, the customer must fill out a "Request to Disconnect Service" at least seventy-two (72) hours prior to the moving date and provide the city with a new mailing address. Please note: all accounts are billed a cycle behind. (For example, usage from January 27 to February 27 will be due on March 15.) If there is zero usage for the account, there will be a minimum usage charge for each month that the account is active.

METERS

The meters are property of the City of Ferris. The only authorized person(s) to have contact with the meter is/are city personnel. According to Ordinance 682, Section 50.061, any person, business, or entity in violation of tampering with any meter(s) will be subject to penalties.

GARBAGE PICK-UP

Trash days are Monday & Thursday. Please contact City Hall at 972-544-2110 for any brush or large trash pickups. To obtain a pass to Waste Management, you will need to take your driver license and your water bill to city hall. To inquire about holiday schedules you can call Waste Management at (972)842-5710.