



WELCOME TO WEBSTER!

The City of Webster provides water, sewer, and drainage utilities.

A deposit and application for service is required for each metered account serviced by the City of Webster. The City retains this deposit as long as the account is active. When the utility account is closed, the deposit is applied to the final bill. A refund will be issued for the balance if the final bill is less than the deposit. A final bill will be mailed if there is a balance due after applying the deposit. Please be sure to call the Utility Billing office at 281-316-4120 with your end-of-service date and forwarding address when closing an account.

The water meters are read each month prior to billing. The utility bills are mailed out at the end of the month or you may go paperless and have your bill emailed to the email address you provide. Payments are due on the 20th of the month following the service period. If the due date occurs on a weekend or City holiday, the utility bill is due on the following business day. The due date is listed on the utility bill. A 10% penalty is added to accounts if payment has not been received by the due date.

Utility bills may be paid by one of the following methods: cash, check, VISA or MasterCard. Payments can be made at City Hall, Monday - Thursday from 7:30 a.m.-5:30 p.m. and Friday from 7:30 a.m.-11:30 a.m., dropped into the night deposit box located in front of City Hall at 101 Pennsylvania, by bank draft (by completing the Draft Request form), by mail, or online at www.cityofwebster.com. All payments are posted to accounts the same day they are received.

Utility accounts that are not paid prior to the end of the month will receive a final reminder posted at the service address. This final reminder is notification that utility service will be disconnected by the City if payment is not received by the date stated on the notification. The City will only reconnect service after payment of the balance due plus a \$20.00 reconnection fee is received in the Utility Billing office.

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Republic Waste provides trash service in the City of Webster. There is no charge for residential customers. Trash is scheduled for pick up on Mondays and Thursdays. Wheeled trash containers are available for residents by contacting Republic Waste at 713-726-7300. Commercial accounts should contact Republic Waste at 713-726-7300 to establish trash service.

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Please make sure that your home address is clearly visible from the street. This is important for effective fire and police protection. Please feel free to contact our office concerning questions about your bill. We are here to serve you.

CITY OF WEBSTER

UTILITY SERVICE AGREEMENT

I. PURPOSE

The CITY OF WEBSTER 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 WEBSTER will begin service. In addition, when service to an existing connection has been suspended or terminated, the CITY OF WEBSTER 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 that 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 that provides water for human use.
- E. No solder or flux that contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

III. SERVICE AGREEMENT

The following are the terms of the service agreement between the CITY OF WEBSTER and the Customer:

- A. The CITY OF WEBSTER will maintain a copy of the agreement as long as the Customer and/or the premises is connected to the CITY OF WEBSTER.
- 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 CITY OF WEBSTER 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 CITY OF WEBSTER's normal business hours.
- C. The CITY OF WEBSTER shall notify the Customer in writing of any cross-connection or other potential contamination hazard that 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 CITY OF WEBSTER. Copies of all testing and maintenance records shall be provided to the CITY OF WEBSTER, annually if required.

IV. ENFORCEMENT

If the Customer fails to comply with the terms of the Service Agreement, the CITY OF WEBSTER shall, at its option, either 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.