

TOWN OF RANSOM CANYON
24 LEE KITCHENS DRIVE
RANSOM CANYON, TX 79366
OFFICE: 806-829-2470 ♦ FAX: 806-829-2680

Visit us at: www.ci.ransom-canyon.tx.us

WELCOME TO RANSOM CANYON!

Please complete all sections on both sides of the water contract and return it to City Hall before you move into your new home. We require a \$150 deposit (\$100 for water and \$50 for sewer service); this deposit must be paid before you move in.

Your monthly payment options are:

◇Personal Check ◇Cash ◇Visa or Mastercard ◇Monthly Bank Draft/Credit Card Draft

◇*Please note:* We do not offer an online payment service at this time. Many of our customers do pay online through their bank. The bank then cuts a check to us and sends it through the mail. This takes a minimum of 7-10 days. If you choose to pay in this manner, please be sure to allow sufficient time for us to receive your payment.

◇All accounts are credited on the day we receive the payment – not by the postmark. For your convenience, we have a secure drop box located on the west side of the parking lot in front of City Hall for night deposits.

A polycart dumpster is provided for your household trash and one should be at your new residence. Trash pick-up is on Tuesday and Friday; set out trash the night before to ensure pick-up! Just follow the example of your neighbors for placement of the polycarts at the curb. Grass and tree clippings must be disposed of at our Citizens Collection Center – not in the polycart.

Additional information can be found in our “List of Important Phone Numbers” and “A Word about Mosquitoes”.

Please call us, or drop by City Hall, if there is anything else we can do for you. Our hours are 8:00 a.m. to 4:30 p.m., Monday through Friday.

CONTRACT FOR WATER, SEWER & GARBAGE SERVICES
TOWN OF RANSOM CANYON
806-829-2470
www.ci.ransom-canyon.tx.us

Date: _____

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

STREET ADDRESS _____ DATE OF OCCUPANCY _____

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, Garbage, and Mosquito abatement) 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 - \$30.00
 - b. Water usage rates:
 - \$5.12 per 1,000 gallons for usage up to 5,000 gallons
 - \$6.41 per 1,000 gallons for usage over 5,000 gallons up to 14,000 gallons
 - \$7.28 per 1,000 gallons for usage over 14,000 gallons

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

SEWER SERVICE: \$25.00 per month. **GARBAGE SERVICE:** \$25.00 per month plus applicable sales tax.

MOSQUITO SPRAY SERVICE: \$3.00 per month for ground application. *During summer months, when aerial spraying is required for mosquito control, cost will be prorated to customers.

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 20th of the month will be penalized at the rate of 10% on the existing unpaid balance at the end of each month. One termination notice will be sent for such accounts. If payment is not received by the date indicated in the termination notice, 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.

_____ 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 information regarding water consumption at this address.

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

OCCUPANT SIGNATURE: _____ DAY-TIME TELEPHONE# _____

E-MAIL ADDRESS: _____

PLEASE SEE BACK FOR EMERGENCY INFORMATION

**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:

**TOWN OF RANSOM CANYON
DRAFT AUTHORIZATION AGREEMENT**

Name: _____

Address: _____

Mailing Address if different from home address:

BANK DRAFT:

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

CREDIT CARD DRAFT:

*Name on Credit Card (Visa or Mastercard) _____

*Credit Card Number _____

*Expiration Date: _____

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.

The 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.

If credit is denied by the financial institution, the denial will be treated in the same manner as a check returned for insufficient funds. 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: _____

RETAIL SERVICE AGREEMENT
30 TAC SUBCHAPTER D RULE 290.47(b)
THE TOWN OF RANSOM CANYON
AND

- 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 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 percent 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; 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.

THE CUSTOMER

By _____ Date _____

THE WATER SYSTEM

By _____ Date _____
Harold Needham
Operations
Manager
Ransom Canyon, Texas

Ransom Canyon is pleased to announce the opening of its new Citizen's Collection Station

East of City Hall, at the east end of the RV lot, is the Citizen's Collection Station (The Station). This area contains four large dumpsters (roll-offs) and is newly improved with fencing, security cameras, and a gate. **Starting December 1, 2011, the gate will be locked and residents will be required to obtain a key fob in order to access The Station.** The key fobs are free and will be issued, one to each household, at City Hall. A replacement key fob will cost \$10.00. Each time a resident enters The Station, the system will have a record of that entry.

The policies of The Station are as follows:

Beginning January 1, 2012, residents will be allowed access to The Station 12 times in a calendar year without incurring additional charges, thereafter, a charge of \$12 will appear on your utility bill for each visit after the 12th.

The Station will house roll-offs for the following purposes:

- ❖ Grass and tree clippings
- ❖ Overflow household trash
- ❖ Items made of metal – this roll-off has been generously donated by Bobby Jarvis and all proceeds of the recycled metal will be donated to the Ransom Canyon VFD.

Each roll-off will be clearly marked, so please ensure you put trash in the properly designated roll-off.

Large items that do not meet the definition of common household trash, such as furniture, carpeting, sinks, and toilets, will be accepted but will require pre-arrangement with the City and may require an additional charge.

The following items will not be accepted:

- ❖ tires
- ❖ batteries
- ❖ wet paint cans
- ❖ oil and oil filters
- ❖ pesticides and insecticides

To obtain your key fob, please sign below acknowledging the policies above and bring it to City Hall between 8:00 am and 4:30 pm Monday – Friday. If you have any questions or need further information, please call City Hall at 829-2470.

I acknowledge and understand the policies of The Station listed above.

Print Name _____

Address _____

Telephone Number _____

Email Address _____

Signature _____

Date _____

IMPORTANT PHONE NUMBERS FOR NEW RESIDENTS

RANSOM CANYON CITY HALL	829-2470
RANSOM CANYON POLICE DEPT	
Emergency	911
Non-emergency	829-2600
SOUTH PLAINS TELEPHONE CO-OP (THEY HAVE DSL TOO!)	763-2301
ATT/SBC (IF YOUR ADDRESS IS ON S. LAKE SHORE)	866-722-9246
SOUTH PLAINS ELECTRIC CO-OP	775-7732
ATMOS ENERGY	888-363-7427
SLATON POST OFFICE	806-828-3707
ERF WIRELESS (WIRELESS INTERNET)	1-800-538-9050

- TRASH PICK-UP IS ON TUESDAYS & FRIDAYS.
- PUT YOUR TRASH OUT THE NIGHT BEFORE.
- ALL TRASH MUST BE CONTAINED IN THE POLYCART.
- DO NOT PUT GRASS CLIPPINGS OR DIRT IN THE POLYCART.
- THE CITIZENS COLLECTION CENTER, LOCATED EAST OF THE RV STORAGE LOT, HAS LARGE DUMPSTERS FOR GRASS CLIPPINGS AND TREE TRIMMINGS, ETC.

CALL US WITH ANY OF YOUR QUESTIONS: 829-2470
WE ARE HERE FOR YOU!

Visit our web-site at: www.ci.ransom-canyon.tx.us

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 City. 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 landfill was closed. The landfill closes on major holidays and because of extreme weather conditions such as mud, snow, ice and dangerously high wind. If the landfill is closed our trash service cannot pick up trash. 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?

- The best plan is to 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 pick up your broken one and provide a replacement.

Can I have more than one polycart?

- Yes, for an additional monthly garbage charge of \$18.00

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

www.ci.ransom-canyon.tx.us

A WORD ABOUT MOSQUITOES

▶ WHAT ARE THESE CHARGES FOR???

Town of Ransom Canyon

GROUND CONTROL: The \$3.00 year-round charge provides for chemicals, equipment, and labor. This is charged all year to spread out the cost rather than assess high charges for a few months.

- Hand Spraying
- Mowing
- Larvacide
- Fogging

This four-step approach attacks mosquitoes in every stage of development. You can help in control mosquitoes by eliminating areas of standing water around your house and keeping grasses and weeds cut.

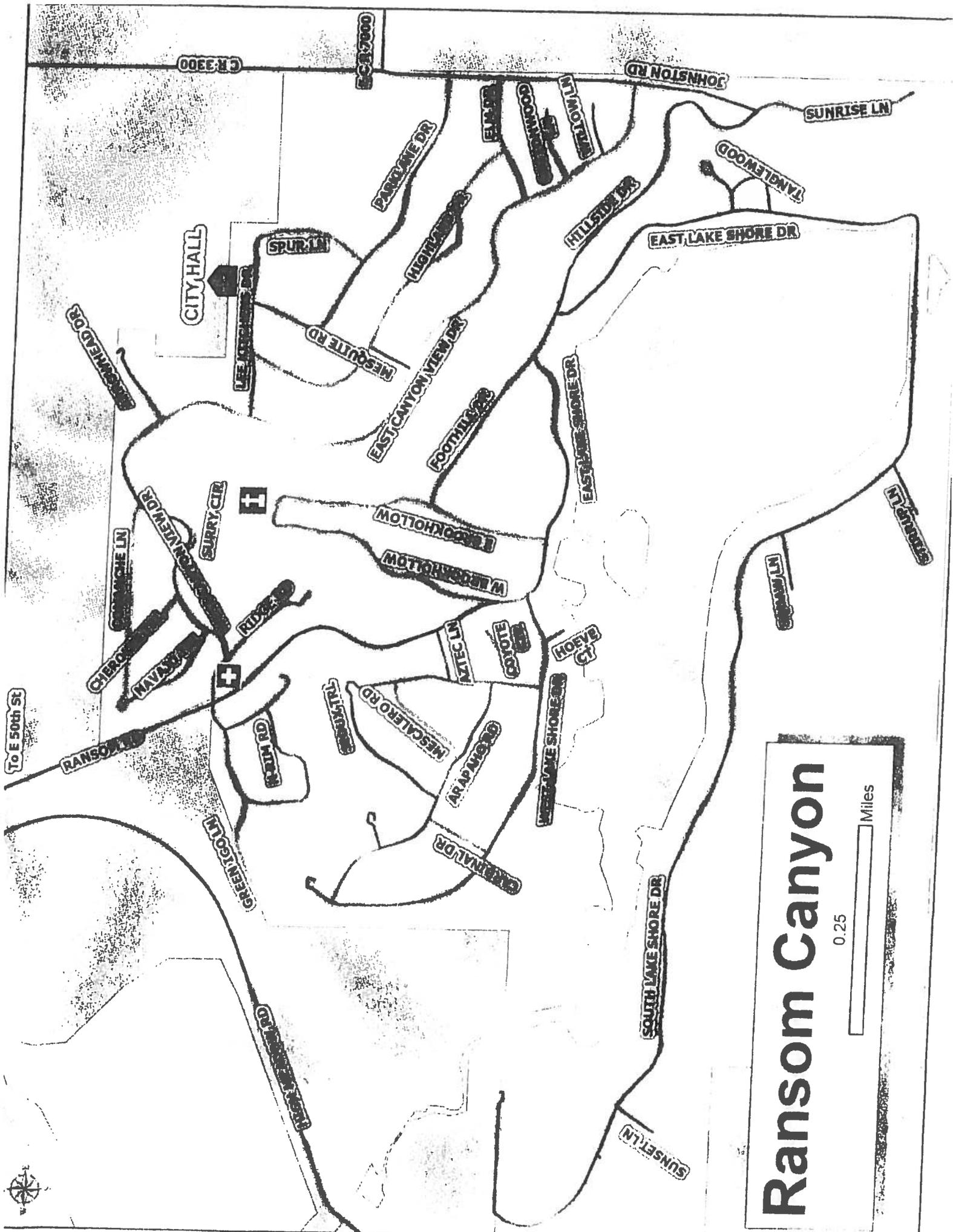
AERIAL CONTROL: This spraying provides control in areas the City staff cannot reach.

- Additional charge of \$3.30 per customer/flight

CUSTOMER NOTIFICATION: We make every effort to notify the citizens when there will be aerial spraying or fogging.

- Spraying & fogging are dependent on weather conditions
- If the weather doesn't cooperate, spraying will take place at the next opportunity.
- Call City Hall if you have a medical condition affected by spraying. We will call you personally before we spray—just let us know!

The City is committed to controlling mosquitoes for the comfort and safety of our citizens!



Ransom Canyon



To E 50th St



C-3300

E-3300

JOHNSTON RD

SUNRISE LN

TANGLEWOOD
DOOMTOWN LN

EAST LAKE SHORE DR

HILLSIDE DR

PARKLANE DR

ELM DR
SUNWOOD
MOUNTAIN LN

CITY HALL

SPUR LN

HIGHLAND

NEQUITE RD

EAST CANYON VIEW DR

POOTHILLS DR

EAST LAKE SHORE DR

WAGON VIEW DR
SUNNY CIR

S

W. BUCKHOLLOW

W. BUCKHOLLOW

FRANCHE LN

CHEROKEE

NAVAJO

RIDGE

+

WINDY HILLS

WINDY RD

ALTEC LN

COOTE

HOVE CT

MESA LAKE SHORE DR

CHEROKEE LN
RANSOM RD

MESCALERO RD

ARAPINGO RD

CAMPALDR

GREENGLEN

SOUTH LAKE SHORE DR

SUNSET LN

WINDY LN