



Welcome to Cresson, Texas!

www.cressontx.org

The Cresson City Hall is located at 8901 E. Hwy 377. The City of Cresson is a member of the Lake Granbury Area Chamber of Commerce. The City Council meets every 2nd and 4th Tuesday of the month at the City Council Chambers located at 8901 E. Hwy 377 behind City Hall at 7:00 P.M. Office hours are Monday, Wednesday through Friday from 8:30 A.M. to 1:00 P.M. Tuesday 8:30 A.M. – 3 P.M., and on City Council nights until 5 P.M.

Mailing Address:

City of Cresson
P.O. Box 619
Cresson, TX 76035
Email: katyf@cressontx.org

City of Cresson Municipal Services
P.O. Box 632
Cresson, TX 76035
shanes@cressontx.org

Office# 817-396-4729

Fax# 817-396-4398

Emergency# 817-559-4826 only for water emergencies such as: No Water, Low Pressure, or Water Leak

Water for Scenic Ridge

Please Call: 817-573-6022

Water for Cresson Crossroads and Motor Sport Ranch

For water emergencies such as: No Water, Low Pressure, or Water Leak

Please Call Blake Martin 817-757-6864

Trash Day is every Friday. Please have your toter out by 7am. If you have extra trash, please call our office by 9:45AM on Thursday. Please write down your toter number so you can keep track of your toter. Your toter is your responsibility.

Electricity for Cresson Proper, Bluebonnet Hill, & Cresson Crossroads Commercial:

TXU 888-399-5501

Electricity for Scenic Ridge, Clearview Estates, & Cresson Pods Residential:

United Cooperative 817-326-5232

If you have any questions about who services your electricity call Oncor at 888-875-6279. To report outages call Oncor at 888-313-4747.

Cresson Volunteer Fire Department for Emergencies call 911 for all non-emergencies call: 817-396-4498

Councilmembers and Staff

Mayor –

Mayor Pro-Tem – Ron Becker

Councilperson – Melanie Athey

Councilperson – Lisa Clement

Councilperson – Gary Robertson

Councilperson – Jeff Keeney

City Secretary – Katy Froyd

Utility Clerk – Shane Shearman

Public Works – Victor Petty

Assistant – John Mansfield

CITY OF CRESSON UTILITY SERVICE APPLICATION
P.O. Box 632
Cresson, Texas 76035
Phone 817-396-4729

Account Name _____ Date _____

Service Address _____ Home Phone _____

Billing Address _____ Cell Phone _____

Number of Occupants _____ E-Mail Address _____

Do You? Own _____ Rent _____ Landlord _____

Employed By _____ Work Phone _____

•Utility bills are due on the 10th of the month •Bills not paid by the 15th of the month will have a \$20 late fee •Utility shut-off day the second Wednesday of each month •If service is disrupted due to delinquency, an additional \$25 reconnection fee will be added to the bill •Accounts that are turned off twice in a 12-month period due to non-payment will be required to pay an additional deposit of no more than \$200 •Returned check fee is \$37.50

Deposits:

•All deposits must be paid at the time service is requested
 •All utility deposits are \$225 •Trash Only accounts \$75 deposit for 1 toter or \$100 for 2 toters •Deposits will be applied (without interest) to final bills when service is terminated. Any credit remaining will be returned to the account holder •If an acceptable Letter of Credit from a previous utility company reflecting a good payment history is provided within 15 days of the service application date then half the deposit for water and/or trash accounts will be credited back to the account. It is the customer's responsibility to ensure the Letter of Credit is received within 15 days

NO PERSON EXCEPT AUTHORIZED CITY EMPLOYEES SHALL TURN WATER ON OR OFF AT THE METER OR OTHERWISE TAMPER WITH A METER OR BOX. IT IS A MISDEMEANOR FOR UNAUTHORIZED PERSONS TO TURN WATER ON OR OFF AT THE METER OR TAMPER WITH METER OR BOX. CUTTING OFF A LOCK WILL RESULT IN A \$100 FINE. IF A CUSTOMER BREAKS A METER OR A METER BOX, THE CUSTOMER WILL BE RESPONSIBLE FOR THE COST OF THE EQUIPMENT PLUS LABOR.

An acceptable Letter of Credit must be from a utility company printed on the utility's letterhead and signed by a utility employee. The service period reflected in the letter of credit must include the 12 months prior to the City of Cresson service application date. Payment history must reflect the following:

1. No more than two (2) late payments in the previous 12-month period; and
2. No disconnection of service due to non-payment in the previous 12-month period.
3. The account name on the letter of credit must match the name of the City of Cresson service applicant.

An acceptable letter of credit must be received by _____ (FAX number: (817) 396-4398)
 (shanes@cressontx.org)

Signature of Applicant: _____ Date: _____

Deposit: \$ _____ (S & T) (W & T) (T only)
 Water tap fee: \$ _____ (W, S & T)
 Sewer tap fee: \$ _____
 Meter fee: \$ _____

 Applicant's Driver License No. and State
 (attach photo copy)

Total Paid: \$ _____

 Received by

Meter Number: _____
 Present meter reading _____
 Toter SN _____

Start Date: _____

NEW CUSTOMER INFORMATION

- Bills are due on the 10th of the month. If paid after the 15th, there is a \$20 late fee.
- Cutoff day is always the 2nd Wednesday of the month. If you are cut off for non-payment, you are required to pay the past due amount and the \$25 reconnection fee to get turned back on.
- If you are worried about paying your bill, please call us by the Monday immediately before cut-off day. We will be happy to make a payment arrangement with you. If you wait until you are cut off, we are unable to make any arrangement with you for payment.
- If you are cut off for non-payment twice in one calendar year, the City reserves the right to collect an additional deposit of no more than \$200.
- Returned check fee is \$37.50
- If you live in the Cresson Pods, we are simply the billing company. If you have problems with your water other than being cut off for non-payment, please call Blake Martin at 817-757-6864.
- Trash day is every Friday. Please have your toter out by 7am. Please write down the toter number. You are responsible for keeping track of it. You may mark it somehow that is not permanent. If it breaks, please call us and we will replace it.
- If you have extra trash (household trash that cannot fit into your toter) you must call us by 9:45 am on Thursday. the first week you receive trash service, you automatically get extra trash. Everyone gets extra trash pickup after Thanksgiving and Christmas. After that everyone is allowed 4 times per year for extra trash. If you need more than that, we will ask you to pay an additional \$25 deposit for a second toter your bill will increase.
- You will need to go to the post office to sign a customer card. Please make sure everyone living in the house is on the card or they will not get mail. If you live in the Pods, you will need to get the mailbox key from the post office.
- We offer ACH account withdrawal. This costs 50 cents per month. If you are interested, please ask for the form.
- There is a white drop box on the fence at City Hall that you can put a payment in.

- If the meter is spinning when we turn the water on, we will turn it back off and contact you. This is an indication that a faucet is on somewhere in your house.
- If you do not receive your bill by the 1st of the month, please call us.
- Instructions for online bill pay: Go to the city website www.cressontx.org, under the doing business tab, select online bill pay, select online bill pay again. You will need your 4-digit customer number (your customer number may begin with a 0). You may also call 1-833-282-0829 for bill pay by phone. There is a \$3 per \$100 surcharge fee for paying with a credit/debit card.
- When you move out of your address, please contact us to let us know you need your water shut off. You will be responsible for the water bill until you contact us for shut off.

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 0.25% 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.



Receive City of Cresson Text Alerts!



Sign up to get city updates sent directly to your phone via text message!

Get Started,
opt-in to any of the following notification lists:

- For Citywide Notifications,
text **CRESSON** to **91896**
- For Blue Bonnet Hills Notifications,
text **BLUEBONNET** to **91896**
- For Pods Notifications,
text **CRESSON PODS** to **91896**
- For Trash Notifications,
text **CRESSON TRASH** to **91896**

What to Expect:

- After the initial keyword is sent, you will receive a confirmation message asking you to reply YES to verify opt-in.
- Message frequency varies.
- Message and data rates may apply. Check with your carrier for more details.

How to Opt-Out:

- Text STOP at any time to remove yourself from the notification list.

View terms and privacy policy info at: textmygov.com/opt-in-terms-conditions

Powered by

TextMyGov

City of Cresson



**Text the city to
find information
and report issues!**

Introducing a new way to skip a phone call and use your mobile phone's text messaging service to quickly report issues and find information on the go.

Get Started

Text **Hi** or any of the other featured keywords to: **817.761.0120**