Utilities for Construction/Development

- Construction and development projects may require coordination with the City of Caldwell to establish or modify water, wastewater, and electric utility services.
- Property owners, contractors, and developers should coordinate with the City early in the planning process to determine utility availability, connection requirements, infrastructure needs, and any applicable development or construction approvals.
- Steps to the utility process construction projects are:

    1. Requesting Utility Availability – if applicable
    2. Creating a Utility Account
    3. Requesting Utilities

Step 1 – Utility Availability

- Utility availability is confirmed during the predevelopment process. For bigger projects or projects with high utility demands, predevelopment meetings are typically required to start this process.
- All associated engineering fees for calculating the utility availability will be forwarded to the applicant. Connection will be dependent on the scope of the project and the available capacity of the water, wastewater, and electrical system in the area. System improvements and additional fees may be required.
- Predevelopment meetings are scheduled by emailing permits@caldwelltx.gov and development@caldwelltx.gov. Completed Utility Availability Forms are to be submitted via email to the same email addresses and also brought to any predevelopment meeting where utility availability is not confirmed.
- **Utility Availability Form (click to view)**

Step 2 – Creating a Utility Account

- A utility account must be made for the property before any type of utility service can be established to the property. To create a utility account please provide the following information.

    1. **A filled-out Utility Application Form (click to view)**

2. A 911 Address Form from the Burleson County Addressing Department (For newly established, reestablished, or subdivided properties)
    - Address – 100 W Buck St., Suite 303, Caldwell, TX 77836
    - Phone – (979) 567-2007
    - Email – burl_add@burlesoncounty.org
3. Copy of current driver's license
4. Copy of proof of ownership of the property
5. The appropriate utility account refundable deposit
    - For Electric, Water, and Sewer services - $150.00
    - For Electric services only - $150.00
    - For Water and Sewer services only - $75.00

* Requests for additional taps or services cannot be made until existing taps and services on site are confirmed, if applicable. Contractors and/or property owners are responsible for locating and confirming sizes of existing utilities on site.

* The utility account deposit must be paid by check, cash, or money order. Payments must be made out to the City of Caldwell. Payments may be made in person at City Hall or mailed to City Hall at 114 S. Echols St., Caldwell, TX 77836. Each separate property requiring a utility account requires a separate deposit, deposits for multiple accounts cannot be combined.

* All documentation must be provided to the City of Caldwell Utility Department at 114 S. Echols St., Caldwell, TX 77836. This documentation can be brought in person, mailed, or emailed to utilitybilling@caldwelltx.gov.

* There are multiple electric service providers inside the city limits of Caldwell – City of Caldwell Electric, Bluebonnet, BTU, and Entergy.

Step 3 – Requesting Utilities

The following information is processed through our online permitting software, Cloudpermit. Utility requests CANNOT be completed unless a valid utility account is established for the property. Additional utility taps and service requests are made by filling out our Utility Services Request Form available on Cloudpermit.

- **Water Utility Requests**
    - Information required for requesting water meters includes:
        - Providing the address of the property
        - Providing the type of development and/or structure to be built
        - Providing a total list of plumbing fixtures to be serviced
        - Type of request information
            - New water meter and a water tap
            - New water meter only

        - New master water meter – available only for multi-unit complexes
        - Replace existing water meter with same size water meter
        - Replace existing water meter with a different size water meter
        - Confirm if the water meter requested is for the building or irrigation system

* All requests are subject to approval by the Utility Department Head. Water meters larger than 1 inch must be special ordered. Contractors are responsible for locating and staking water taps/meters.

*New water tap requests can take up to 8 weeks from the date payment is received. For tap requests that require parts to be ordered, extended installation times should be expected.

- **Wastewater Utility Requests**
    - Information required for requesting sewer taps includes:
        - Providing the address of the property
        - Providing the type of development and/or structure to be built
        - Providing a total list of plumbing fixtures to be serviced
        - Type of request information
            - New sewer tap
            - Replace existing sewer tap with same sewer tap
            - Replace existing sewer tap with a different size sewer tap

* All requests are subject to approval by the Utility Department Head. Sewer taps larger than 6 inch will need parts special ordered. For commercial projects, the sewer must be tapped into a manhole by the contractor. If a manhole is not already existing, the contractor must install a new manhole as required in the Infrastructure Design Manual. Contractors are responsible for locating and staking sewer taps.

*New sewer tap requests can take up to 8 weeks from the date payment is received. For tap requests that require parts to be ordered, extended installation times should be expected.

- **Electric Utility Requests**
    - Information required for requesting electrical services from City of Caldwell Electric includes:
        - Providing the address of the property
        - Providing the type of development and/or structure to be built
        - Type of request information
            - Is the electric service overhead or underground
                - It is the contractor's responsibility to provide wire, pull wire, and make connections in the meter can for underground electric services if the property is serviced by a pedestal or if the property is serviced by an overhead transformer and the contractor is

wanting to run the electric service underground from the overhead transformer. If the property is serviced by a ground transformer or if the contractor requests overhead electric services, the city will provide and install this wire - $150.00 fee for wire and installation. The City of Caldwell Electric will make all connections in transformers and pedestals.
        - Electric service wire shall not be sized smaller than the required size of wire to service a 200 amp service.
    - Will the property be serviced by electric only or electric and gas
    - What size is the service requested
    - What is the size of the main disconnect

*For electric services inside the city limits of Caldwell, but not provided by the City of Caldwell, make requests to the appropriate provider. Contact information for each electric service provider is noted below.

- Bluebonnet
    - Website - Bluebonnet Electric Cooperative
    - Phone Number 800-842-7708
    - Email - memberservices@bluebonnet.coop
- BTU
    - Website - https://www.btutilities.com/
    - Phone Number 979-821-5700
    - Email - contactBTU@btutilities.com
- Entergy
    - Website - Entergy - We power life.
    - Phone Number 1-800-368-3749

* Please be aware that if the property is located within city limits, all required permits and inspections must be applied for and performed even if the electric service provider is not City of Caldwell Electric.

* All requests are subject to approval by the Utility Department Head. Contractors are responsible for staking utility pole locations on site.

Requesting Utilities – Additional Information

- Utility service requests are valid for a period of 6 months from the date of approval. New tap and service requests can take up to 8 weeks to install from the date payment is received. For tap and service requests that require parts to be ordered, extended installation times should be expected.
- Through Cloudpermit, you will be required to provide a site plan with your utility request applications showing the proposed location of the water tap or meter, sewer tap, and electric t-poles/meter loop poles/electric meter-mounted on the structure. You will need to place an address sign on the property and mark the property lines and driveway location with stakes. If the only additional item that is needed is for a water meter to be installed, and if there is a single water tap on site, then the applicant needs only to place an address sign on the property. If there are multiple taps on site, the applicant needs to place an address sign on the property and stake and indicate which tap they would like the water meter placed at.
- Any work performed by contractors within the ROW or to public utilities requires the contractor to register with the City of Caldwell, provide the required insurance documentation (see Utility and Excavation Contractor registration requirements), provide civil plans stamped by a registered professional engineer, and provide traffic control plans (as necessary) stamped by a registered professional engineer, as required in the Infrastructure Design Manual.

Standard Utility Pricing*

- Water Meter (3/4") - $400.00 per meter
- Water Meter (1") - $500.00 per meter
- Water Tap (3/4" Service, Inside City Limits) - $1,500.00
- Water Tap (1" Service, Inside City Limits) - $1,700.00
- Water Tap (3/4" Service, Outside City Limits) - $1,800.00
- Water Tap (1" Service, Outside City Limits) - $2,100.00
- Water tap services requiring distances greater than fifty (50) feet and all taps above 1" diameter will be at actual costs (labor and material).
- Sewer Tap (4" Service, Inside City Limits) - $1,200.00
- Sewer Tap (6" Service, Inside City Limits) - $1,400.00
- Sewer Tap (4" Service, Outside City Limits) - $1,350.00
- Sewer Tap (6" Service, Outside City Limits) - $1,550.00
- Sewer tap services requiring distances greater than fifty (50) feet will be at actual costs (labor and material).
- Underground Service Wire Installation - Contractor’s responsibility to provide wire, pull wire, and make connections in meter can.
- Overhead Service Wire Installation - City provides and installs wire - $150
- Electric Meter Installation - Residential - $250/meter
- Electric Meter Installation - Commercial - Cost of meter, may vary

- Overhead service wire installations requiring distances greater than one-hundred (100) feet will be at actual costs (labor and material).

**The City's published Master Fee Schedule is the most accurate pricing, Any discrepancies between this document and the schedule will be considered incidental and pricing will default to the Master Fee Schedule.*

CITY OF CALDWELL
Utility Availability Request Form

Utilities Department
114 S. Echols St. Caldwell, TX
77836
979-567-3271 ext. 100 or 101
utilities@caldwelltx.gov

Property Address:_____
Name of Development or Subdivision: _____
Property Legal Description: _____
_____
_____
_____
_____
Development Acreage: _____

TYPE OF DEVELOPMENT

Residential/Manufactured (number of lots) _____
Commercial Business (business type) _____
Restaurant (number of seats) _____
Office Building (number of occupants) _____
Lawn Sprinkler _____

Multifamily (number of units)_____
RV Park (number of pads) _____
Hotel/Motel (number of beds) _____
Retail (number of washrooms) _____
Other (description) _____

DOMESTIC Meter Size/Type:* _____ Estimated Average Usage (gallons per day):_____
IRRIGATION Meter Size/Type:* _____ Estimated Average Usage (gallons per day):_____

Utility Services Capacity Requested (please circle): Water Sanitary Sewer Electric

Applicant Name (print):_____
Telephone: (___) ___- ____ Company: _____
Mailing Address _____ City:_____ State:_____ Zip:_____
E-mail address: _____
Signature of Applicant _____

- The capacity letter provided in response to this request is valid for a period of 6 months from the date of the response letter.
- Utility capacity will only be reserved if a meter size is indicated. Otherwise only the location of utility lines will be provided.
- Nothing contained herein shall constitute an assessment or vest the proposed development to any ordinance, rule, regulation or fee of the City of Caldwell

FOR OFFICE USE ONLY

Project Number: _____
Application is: Approved Disapproved Extension of utilities required? ☐ Yes ☐ No
Proposed Connection to:
_____inch existing Water Line _____inch existing Sewer Line
Reviewed by: _____ Date: _____
COMMENTS:_____

City of Caldwell Utilities
114 S. Echols Street
Caldwell, Texas 77836
979-567-3271 ext. 100 or 101
www.caldwelltx.gov

NAME: _____
ACCT #: _____
ADDRESS: _____
☐ **Commercial** **OR** ☐ **Residential**

Utility Service Application

PRIMARY APPLICANT INFORMATION

SERVICE ADDRESS			
	Street No. & Name		*City, State, Zip*
NAME			
	First	*Middle*	*Last*
DOING BUSINESS AS			
MAILING ADDRESS (if different)			
HOME NUMBER		CELL NUMBER	
EMAIL			

PERSONAL APPLICANT INFORMATION

Co-Applicant Information: Equally Responsible Party (Same privileges as account holder)			
PRIMARY		SECONDARY	
DOB		DOB	
DL #		DL #	
DL STATE		DL STATE	
SSN		SSN	
PHONE #		PHONE #	

ADDITIONAL INFORMATION

TAX EXEMPT ☐ YES OR ☐ NO *(ATTACH COPY OF CERTIFICATE)*			
TYPE OF BUSINESS ☐ CORPORATION ☐ SOLE PROPRIETORSHIP ☐ PARTNERSHIP *(IF PARTNERSHIP OR CORPORATION ATTACH APPLICABLE ARTICLES AND PROOF OF AUTHORIZATION TO SIGN APPLICATION)*			
EMPLOYER			
PLACE OF EMPLOYEMENT			
ADDRESS			
PHONE		EMAIL	
RELATIVE			
NAME			
ADDRESS			
PHONE		EMAIL	
PROPERTY OWNER / LANDLORD			
NAME			
ADDRESS			
PHONE		EMAIL	

Personal and Utility Information Disclosure

Chapter 182.052 of the Texas State Utilities Code states that all governmental-operated utilities, may not disclose personal and utility usage information for a government-operated utility customer unless the customer requests that the utility provider disclose such information, do you wish to disclose your personal and utility information? Check Yes ☐ or No ☐

Community Notifications

If you would like to sign-up to receive notifications for the City of Caldwell there are three (3) platforms that residents can receive a phone call, text message, or email. The types of notifications that will be sent out are emergency alerts, community notifications, and utility billing notifications. Please fill out the box below and return it to city hall or sign-up online at https://caldwelltx.regroup.com if you would like to participate in this program.

City of Caldwell Utilities
114 S. Echols Street
Caldwell, Texas 77836
979-567-3271 ext. 100 or 101
www.caldwelltx.gov

NAME: _____
ACCT #: _____
ADDRESS: _____
☐ **Commercial OR** ☐ **Residential**

Utility Service Application

If you want more information about what is happening in the City of Caldwell, please sign-up today!

Caldwell, Texas
City of Caldwell
114 S. Echols Street
Caldwell, Texas 77836
Phone # (979) 567-3271

Sign up online at
https://caldwelltx.regroup.com
or fill out this form and return it to us.

Language Preference:
☐ English
☐ _____

Email Address:
(*Optional, used to create an account*)
Name:

Phone #:

Address:
Must have an address to receive targeted, location specific notifications.

Indicate with an (X) which types of alerts that you would like to receive:

Alert Type	Call	Text	Email
Emergency Alerts			
Community Notifications			
Utility Billing			

Please read the following conditions of this contract and sign below. Your signature indicates that you have read and understand all conditions, and that all the above information is correct.
The applicant listed above on this contract hereby understands and agrees to the following:

1. The Applicant acknowledges that utility accounts and deposits are **NOT** transferable between individuals and that the utility deposit will only be refunded in the name on the account. Utility deposits will be refunded upon disconnection of service and then only after the final bill has been applied.
2. The Applicant acknowledges that the meters are the property of the City and that they be turned on or off only as authorized by the City.
3. The City has the right of access to meters whenever necessary. Failure to provide permanent access to meters may result in disconnection of service.
4. I agree that the City of Caldwell may hold me responsible for the past unpaid utility bills of any person that I allow to live with me or to occupy any building that has service in my name. *I authorize the City of Caldwell to transfer the balances of such unpaid utility bills to my account and disconnect my utilities if those balances are not paid in full.*
5. Any unauthorized connection or disconnection of a meter is illegal and will result in the immediate termination of service and will be presumed to be the act or fault of the applicant.
6. If at any time there is a failure to pay when due any charge for service or repair, the City of Caldwell may discontinue service to any and all meters in the name of the Applicant until arrears and all appropriate fees are paid.
7. The City of Caldwell is not responsible for loss resulting from interrupted service.
8. The Applicant also agrees to abide by and consider as part of this contract any ordinance, rules and regulations the City adopts concerning utility.

Rights of Applicant: If there is a dispute concerning billing, the Applicant has the right to a consultation with the City Administration, at (979) 567-3271 ext. 100 or 101.

City of Caldwell Utilities
114 S. Echols Street
Caldwell, Texas 77836
979-567-3271 ext. 100 or 101
www.caldwelltx.gov

NAME: _____
ACCT #: _____
ADDRESS: _____
☐ **Commercial OR** ☐ **Residential**

Utility Service Application

SERVICE AGREEMENT

I. PURPOSE: The *City of Caldwell* is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions which are in place to provide protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Agreement before the *City of Caldwell* will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this Agreement.

II. PLUMBING RESTRICITIONS: The following unacceptable plumbing practices are prohibited by STATE regulations.

A. No direct connection between the public drinking water supply 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 back-flow 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 back-flow prevention device.
C. No connection which allows to be returned to the public drinking water supply is permitted.
D. No pipe or pipe fitting which contains more than 0.8% lead may be used for 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 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 Caldwell* (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/her property to be inspected for possible cross-connections and other unacceptable plumbing practices These inspections shall be conducted by the Water system or its designated agent prior to other unacceptable plumbing practices exist, or after any major changes to the private plumbing 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-connections or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
E. The customer shall, at his expense, properly install, test and maintain any back-flow 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 terms of the SERVICE AGREEMENT, the Water System shall, at it option, either terminate service or properly install, test and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

V. PRIVACY POLICY FOR CITY OF CALDWELL UTILITY CUSTOMERS

A. When a customer applies for utility services from the City, the customer shall furnish certain necessary personal confidential information to the City, a social security number.
B. Only authorized City employees, who are trained in the proper handling of customer information, and this confidential information shall be kept in secure locations in the City office.
C. The City will safeguard, according to strict standards of security and confidentiality, this confidential information furnished by City utility customers.
D. The City will limit the collection and use of customer information to the minimum required by the City to deliver reliable service to said customers. Customer information will not be revealed or furnished to any external organization or individual unless authorized in writing by the customer or unless required by law.
E. Confidential customer information will be used only for necessary purposes in providing adequate and reliable services to the customer, and for no other purpose.
F. Whenever the City employs other organizations to provide support services, the City shall require them to conform to the City's Privacy Policy and to allow the City to audit them for compliance.
G. When customer terminates his customer relationship with the City, for any reason, and after all of the obligations of the customer to the City have been fully satisfied, all confidential information furnished to the City by the customer will be removed from City files and destroyed.

CUSTOMER SIGNATURE: _____ **DATE:** _____