



CITY OF BANDERA Utilities Application

511 Main St. • PO Box 896 • Bandera, Texas 78003 • P: (830) 796-3765 • F: (210)761-7352

Commercial Utility Service Agreement

Each customer must read and sign this Service Agreement before the City of Bandera will commence providing utility services.

- **Service Connection:** Customers must complete and submit this form with payment for the connection fee (\$35.00, non-refundable) and deposit (\$300.00, unless waived with a letter of credit), along with a valid ID and a copy of the lease or deed, before services can be provided.
- **Payment Methods:** Cash, check, and credit card payments (Visa, Mastercard, American Express, and Discover) are accepted.
- **Credit Card Payments:** Subject to a 4% processing fee. Payments may be made in person at City Hall or online at: www.municipalonlinepayments.com/banderatx
- **Check Payments:** Checks may be placed in the drop slot on the side of the City Hall building at any time.
- **Automatic Bank Drafts:** Customers may authorize automatic monthly drafts from a designated bank account. Drafts are processed on the bill due date each month.
- **Returned Payments:** Any returned check or bank draft will be subject to a \$30.00 insufficient funds charge.
- **Meter Re-Reads:** The first re-read in a billing period is free. Additional re-reads within the same billing period are \$35.00 each.
- **Bill Due Date:** Bills are due on the 15th of each month. If the 15th falls on a weekend or holiday, bills are due the next business day.
- **Late Payments:** Accounts become delinquent on the first business day following the due date. Late bills are mailed on this day on colored paper and include a penalty.
- **Utility Cutoffs:** Customers have until the 25th of each month to pay any outstanding balance. Service disconnections occur the next business day. If the 25th falls on a weekend or holiday, disconnections will occur on the following business day. Accounts scheduled for disconnection will receive a door hanger with instructions to restore service.
- **Disconnection/Reconnection Fees:** Disconnections for nonpayment are subject to a \$35.00 disconnection fee and a \$35.00 reconnection fee, in addition to the outstanding balance.
- **Enhanced Services:** Same-day service, weekend, holiday, or after-hours requests are subject to a \$50.00 fee.
- **Service Disconnection Requests:** Customers must complete and submit a disconnect form to terminate services. Customers who fail to do so remain responsible for all account balances accrued after vacating the property.
- **Compliance:** Customers agree to comply with the City of Bandera's rules and regulations as stated in the City of Bandera Code of Ordinances.

Signature: _____ Date: _____

For City use only

Acct # _____ Service Address _____

Complete the Commercial Utility Service Agreement and return it to City Hall with **payment**, a **valid ID**, and a copy of the **deed or lease**.

Company name: _____

Authorized representatives: _____

Service address _____

Phone number: _____ Alt phone number _____

Mailing address: _____ City _____ State: _____ Zip: _____

Tax ID _____ State issue _____

Valid ID# _____ State _____ Date of Birth _____

E-billing:

E-billing allows you to receive your bill via email and opt out of a paper bill. It is sent every month at the same time paper bills are mailed out. You also have the option to receive both an emailed bill and a paper bill. If payment is late, the late bill will also be sent out via email.

Would you like an e-billing? ☐ YES ☐ NO Email address _____

Trash Service:

☐ Commercial toter(s) Number of toter: _____

☐ 2CY dumpster ☐ 3CY dumpster ☐ 4CY dumpster ☐ 6CY dumpster ☐ 8CY dumpster

Pickups: ☐ 1/week ☐ 2/week ☐ 3/week ☐ 4/week ☐ 5/week ☐ Every other week

Connection Fee: \$35.00 (non-refundable) **Commercial Deposit:** \$300.00

The deposit requirement may be waived with a recent letter from your current or previous utility company. The letter must show at least two years of service with a good payment history and must be presented at the time service is requested.

- Deposits are refundable provided the account has not been delinquent more than twice (see Sec. 13.02.036(b), City Code of Ordinances).
- Delinquent accounts are not considered in good standing. This includes accounts with late charges, disconnect/reconnect fees, or any outstanding balance. If an account is not in good standing, the deposit will be applied toward the outstanding balance and will not be refunded.
- Accounts in good standing may receive a deposit refund after 24 months of service. Refunds will be issued by check and mailed.
- Upon disconnection of service, the deposit will be applied to the final bill. Any remaining balance will be refunded by check and mailed to the forwarding address provided on the Utility Disconnect Form.

I certify that the above information is accurate, and I agree to comply with the City of Bandera's rules and regulations stated in the City of Bandera Code of Ordinances.

Signature: _____ Date: _____