



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 sign this Service Agreement before the City of Bandera will begin service. Following are the terms of the Service Agreement between the City of Bandera and the customers:

- Customers must fill out and submit this form with payment for the service fee (non-refundable) and deposit (unless waived by letter of credit) before services will be provided.
- Service fees must be paid at the time the application is submitted.
- Deposits can be disbursed into payments added to the utility bill each month until full payment has been made.
- Deposits will be applied to the final bill once the account has been closed. If there is a remaining balance, the deposit will be issued via check and sent to any new mailing address provided by the customer. If the final bill is more than the deposit, the full amount of the deposit will be applied, and the customer is responsible for paying the remainder of their account balance.
- The deposit amount shall be refundable to the customer after 24 months continuous service and an account which is in good standing i.e., all utility bills paid before due date and no late charges, disconnect or reconnect fees outstanding. If an account is not in good standing the deposit amount shall be applied to any balance due and will not be refunded.
- Cash, check and credit card payments are accepted.
- Credit card payments will have an added 4% of charge total added, and can be made in person at City Hall, or online at <http://www.municipalonlinepayments.com/banderatx>
- Checks can be put in the drop slot at the side of City Hall building at any time.
- Customers have the option to have their account put on automatic bank drafts. This draws the monthly account balance due from a selected bank account each month on the day bills are due.
- Any returned payment (check or bank draft) will be subject to an insufficient fund charge of \$30.00.
- Bills are due on the 15th of every month. If the 15th falls on a weekend or a holiday, bills are due on the following business day.
- Bills are late on the day following the bill due date. Late bills are mailed out on colored paper on this day.
- **Utility cutoffs:** Customers have through the 25th of every month to pay any outstanding balance on their account. Physical cutoffs occur the following business day. If the 25th falls on a weekend or holiday, cutoffs will be on the following business day. Accounts that are subject to a disconnection of services will receive a door hanger with relevant information to resume service.
- All disconnections for nonpayment are subject to a \$35.00 disconnection fee and a \$35.00 reconnection fee for a total of \$70.00, in addition to the current amount due.
- Enhanced services such as same day services, weekend holiday and after-hours request are subject to a \$50.00 fee, due prior to the time of service
- Customers are required to fill out and submit a disconnect form to have services cutoff. If the customer fails to do so, they are responsible for the account balance that has accumulated from the time they moved from the property.

Signature: _____ Date : _____

For City use Only

Acct #: _____ Service address: _____

Please complete the application fully and return to City Hall with payment.

Company name: _____

Service address: _____

Attention: _____ Phone number: _____

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

Driver's license # / Tax ID: _____ State: _____

Date of birth: _____ Other phone: _____

E-billing:

E-billing allows you to receive your bill via email. It is sent every month 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 e-billing? Yes No

Email address: _____

Trash Service:

Commercial can(s) Number of cans: _____

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

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

Fees & Deposits:

All new accounts require a **\$35 connection fee** along with a **\$300 Commercial deposit**. If your account is in good standing you will receive the deposit back within 24 months or relocation.

A recent letter from your previous or current utility company indicating at least two years of service with a good paying record may eliminate any deposit requirement. This letter needs to be presented at the time of your request for service.

Refundable deposits: The deposit amount can be refunded *provided that the account has not been delinquent more than twice (see Sec. 13.02.036(b) in the City Code of Ordinances)*

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

Signature: _____ Date: _____