



# CITY OF BANDERA Utilities Application

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

## Residential Utility Service Agreement

**Welcome to the City of Bandera!**

**Thank you for your interest in establishing a water/wastewater account. Before service can begin, each customer is required to complete and sign this Service Agreement.** Service fees must be paid at the time the application is submitted.

**Owners:** Property owners must provide a copy of the recorded deed to establish water service. If initiation service on the same day of closing, a copy of the signed, notarized deed with description of property/exhibit "A" will be accepted, pending receipt of the recorded deed within 60 days from the service initiation date.

**Lessee:** All pages of a valid lease agreement, which must include the names, addresses, and telephone numbers of lessor and lessee, along with the lease term dates. Handwritten lease agreements must be notarized.

- Service Connection: Customers must complete and submit this form with payment for the connection fee (\$35.00, non-refundable) and deposit, 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
- Cash, check, and credit card payments are accepted.
- Credit card payments are subject to a 4% service fee 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 at any time. Cash is not accepted in the drop slot.
- Customers have the option to have their account put on automatic bank draft, which draws the monthly payment 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 15<sup>th</sup> of every month. If the 15<sup>th</sup> falls on a weekend or a legal holiday, bills are due on the next business day.
- Late bills will be mailed out on colored paper with a penalty added and notification of a disconnect date.
- The last day to pay is the 25<sup>th</sup>; unless the 25<sup>th</sup> falls on a weekend or a legal holiday, the payment may be received the next business day. **If payment is not received, the city will disconnect water** and leave a door hanger with instructions to restore service. Water service shall not be reinstated until all charges are paid in full.
- All disconnections for nonpayment are subject to a \$35.00 disconnection fee and a \$35.00 reconnection fee. If a reconnect is requested on the same day after 4: 00 PM, an additional \$50.00 after-hours fee will be due.
- Customers are required to fill out and submit a disconnect form to have services cut off. A \$35.00 fee is due at the time of request. If the customer fails to submit the form, they are responsible for the account balance that has accumulated from the time they moved from the property.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **FOR CITY USE ONLY:**

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Account Address

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

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_ Alternate phone: \_\_\_\_\_

Driver's License #: \_\_\_\_\_ State: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

SS#: \_\_\_\_\_ Effective Date of Service: \_\_\_\_\_

Please print the name(s) of anyone you would like to give authorization to receive information on your account:

1. \_\_\_\_\_

2. \_\_\_\_\_

**E-billing:**

E-billing allows you to receive your bill via email. It is sent every month at the same time paper bills are mailed out. You can also receive both an emailed bill and a paper bill.

Would you like e-billing? Yes ☐ No ☐ Email address \_\_\_\_\_

**Auto Draft:**

Auto draft allows your monthly payment to be directly drafted from a selected bank account each month on the day bills are due.

Would you like to set up an auto draft? Yes ☐ No ☐

**Trash Service:**

Residential addresses are picked up once a week on Fridays. Number of totes: \_\_\_\_\_

**Fees & Deposits:** All new accounts require a \$35 connection fee in addition to the deposit.

- **Residential Inside City Limits:** \$150 deposit.
- **Residential Outside City Limits:** \$200 deposit.

**Deposit Information**

When you close your account, your deposit will be applied to your final bill. If there's money left after the bill is paid, a refund check will be sent to the mailing address you provide.

If your final bill is more than the deposit, the deposit will be applied in full, and you will be responsible for paying the remaining balance.

After 24 months of continuous service, your deposit may be refunded if your account is in good standing (no more than two late payments during that time).

If the account is not in good standing, the deposit will be used to pay any balance owed and will not be refunded.

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_