



# CITY OF BANDERA

511 Main St. • PO Box 896 • Bandera, Texas 78003 • P: (830) 796-3765 • F: (830) 796-4247

## City of Bandera Utility Customer Contact Update

*The City of Bandera Water Department needs accurate contact information to reach you quickly about billing updates, service interruptions, emergencies, or important account notices*

Please complete this form to help us keep your utility account contact information up to date.  
You may also use this form to opt in for email billing.

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

Account Number (if known): \_\_\_\_\_

Customer Name(s): \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

Alternate Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Yes, I would like to receive my monthly utility bill by email.**

### Customer Authorization

I certify the above information is correct and authorize the City of Bandera to send my utility bills electronically (if opted in).

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

### Payment Information

Pay Online: <https://banderatx.municipalonlinepayments.com/banderatx>

Auto Pay: Set up recurring payments online or complete a Bank Draft Form in our office.

You may pay your bill by mailing a check or, in person, at City Hall, 511 Main Street

### Billing & Due Date Reminders

Bills are mailed or emailed at the end of each month.

Payments are due on the 15<sup>th</sup>, or the next business day if it falls on a weekend or a holiday.

A late fee is applied after the due date.

The last day to pay is the 25<sup>th</sup> of the month unless the 25<sup>th</sup> falls on a weekend or holiday. If that is the case, the last day will be the next business day. Disconnection will be the next day after the last day to pay. Full payment of the outstanding balance, plus a \$70 disconnect/reconnect fee, is required before service can be restored if your account is disconnected.

### Moving or Selling Property?

Utility accounts can be closed by completing a Utilities Disconnect Form. You are responsible for all charges until the city receives a completed Disconnect Form. Disconnect forms are available online or at City Hall.