



CITY OF BANDERA Utilities Application

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

Residential Utility Service Agreement

Welcome to the City of Bandera and thank you for your interest in establishing a water/wastewater account! 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 our customers:

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 fees must be paid at the time the application is submitted.
- Deposits cover the final bill once the account has been closed. The remaining balance of 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., account has not been delinquent more than twice. 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 small service charge added (2.25% of charge amount) and can be made in person at City Hall, over the phone 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 drafting which draws the monthly payment from a selected bank account each month on the day bills are due.
- Any returned payment (check or bank drafted account) will be subject to an insufficient fund charge of \$30.00
- Bills are due on the 15th of every month. If the 15th falls a on a weekend or a holiday, bills are due on the following weekday.
- Bills are late on the day following the bill due date. Late bills are mailed out on colored paper on this day.
- Utility cutoffs are the 25th of every month. If the 25th falls on a weekend or holiday, cutoffs will be on the following weekday. Residents that get disconnected 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. 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 cutoff. A \$35.00 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

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 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 the same time paper bills are mailed out. You also can 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: _____

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 cans: _____

Fees & Deposits:

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

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

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: _____