



CITY OF BANDERA

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

Residential Utility Service Agreement

Each customer must read and sign this Service Agreement before the City of Bandera will commence provided utility services. Following are the terms of the Service Agreement between the City of Bandera and the customer(s):

- Customer(s) 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 monthly 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(s). If the final bill is more than the deposit, the full amount of the deposit will be applied, and the customer(s) are responsible for promptly paying the remainder of their account balance.
- Cash, check and credit card (Visa, Mastercard, American Express and Discover) payments are accepted.
- Credit card payments will have an added 2.25% of charge total added, 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 the City Hall building at any time.
- Customer(s) 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.
- Customer(s) may request that their meter be re-read. The first meter re-read in a billing period is free. Any meter re-reads in the same billing period thereafter are \$35.00 each.
- 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 business day following the bill due date. Late bills are mailed out on colored paper on this day.
- **Utility cutoffs:** Customer(s) have through the 25th of the 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 said services.
- 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 service, weekend, holiday and after-hours requests are subject to a \$50.00 fee, due prior to the time of service.
- Customer(s) are required to fill out and submit a disconnect form to have services discontinued. 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: _____
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Please complete the residential utility service agreement fully and return to City Hall with payment.

Customer name: _____

Service address: _____

Mailing address: _____

City: _____ State: _____ Zip: _____

Phone number: _____ Other phone: _____

Driver's License #: _____ State: _____ Date of birth: _____

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:

Residential addresses are picked up one time per week, on Fridays.

Number of cans: _____

Fees & Deposits:

All new accounts require a **connection fee**, along with a **deposit**. However, 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 you request service.

Connection fee: \$35.00

Residential deposit: \$100.00 (Inside City Limits), \$150.00 (Outside City Limits)

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 Ordinances).

Delinquent accounts are not in good standing i.e., utility bills with late charges, disconnect or reconnect fees, and/or an outstanding balance. If an account is not in good standing, the deposit amount shall be applied to any balance due and will not be refunded.

Accounts in good standing may receive their deposit refund after 24 months of service. The deposit will be mailed by check. In the event of relocation, your deposit will be applied to the balance on the final bill. Any remaining amount of the deposit will be mailed to the new mailing 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 rules and regulations stated in the City of Bandera Code of Ordinance.

Signature: _____ Date: _____