

**APPLICATION FOR UTILITY SERVICE**

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| **FOR OFFICE USE ONLY**  |
| **Account #**  | **Closing Date/Beginning Lease Date:** **(Documentation Required)**  |
|  |  | Deposit: Service fees: Total Amount:  | Location Services:  | Water, Sewer & TrashWater & SewerWater OnlyTrash Only |
|  |

 Service Request (circle one): START TRANSFER

Applicant: Property Owner Tenant Management Company

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

(Last, First, MI OR Business Name)

C/O or Person of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Driver’s License or ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (documentation required)

 \*Previous Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date to Disconnect: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Service Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City, Zip code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City, Zip code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(If different than Service Address)

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Alternate Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

In consideration for receiving water, sewer and/or trash service from the City of Crystal City, Texas, at the above location, I hereby acknowledge responsibility for payment of service billings. Accounts are billed on a monthly basis and payment by the indicated due date is required to prevent interruption of service. I am responsible for water/sewer and/or trash service until the account is closed.

In consideration for having water service initiated/restored at the above address, I agree to ensure that all water service facilities (sink and tub faucets/inside and outside, toilets, etc.) are turned off; or that someone will be on the property to check for leakages. We recommend that you turn off your private cut off valve, if applicable. **Once the application is processed; it may take up to 2 working days to restore water service.**

**I have read and agree to the terms and conditions. I further understand that applications will not be processed without appropriate identification, documentation and payment.**

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

Mailing Address: 101 E. Dimmit Street, Crystal City, Texas 78839

Phone: (830) 374-3477 / Fax: (830) 374-2123



**Terms & Conditions**

These terms and conditions are provided for your benefit to communicate City of Crystal City Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all of the conditions listed in this document.

**Deposit:** City of Crystal City requires a deposit on a all accounts, including commercial accounts, depending on the service location meter size/type. Deposits range from $150.00 - $300.00

When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the forwarding address provided after the final billing has occurred (final bill usually occurs within 3 to 4 weeks).

**Billing Cycle:** Bills are issued on a monthly basis. The billing date is determined by your location within our service area. Due dates are not adjustable.

**Payment Terms: Payments are due within 20 business days of the bill date.** Failure to receive a bill does not exempt penalties or disconnection for non-payment. We are not responsible for late remittances made through the mail service.

**Late Penalty:** A late penalty of 10% of billed amount will be added to your current bill amount, if bill is not paid by 9:00 a.m. on the 5th day following the due date.

**Disconnect Policy:** A $15.00 reconnection fee will be assessed to all accounts turned off for delinquency.Service will be reconnected after the delinquent balance and fees are paid in full.

**Returned Payments:** Returned payments will be charged a $25.00 fee. Unpaid returned payments will be subject to disconnection. Checks will no longer be accepted on accounts after first returned check payment. Payments will be required in the form of cash, money order, or debit/credit cards.

**Terminate Service:** Only an accountholder listed on an account can terminate service. Verification of personal identifying information will be required. Service will be disconnected the next working day or at a later specified date, excluding weekends and holidays. A final reading will be taken on requested termination date and a final bill or deposit refund check will be mailed to the forwarding address provided within 3 to 4 weeks.

**Reinstated Service:** Accounts with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and/or service fees.

**Tampering Policy:** In the event a meter or service equipment has been tampered with or unauthorized usage has occurred, service will be disconnected immediately. A Tampering Fee of $250.00 will be due before service can be restored.

**Additional Fees/Service Fee:**

Locking Meter/Broken Angle Meter Stop (fees include any parts and labor of up to $500.00)

Meter Removal/Change-out fees are between $250.00 to $500.00

**Water Leaks Policy:** If a water leak is found on the customer’s side of the meter, it is the customer’s responsibility to have the leak repaired immediately. The City of Crystal City has the right to turn the water off until the customer can have the leak repaired. Water should be turned off when not is use until repair is complete. A leak adjustment *may be granted after* evidence and confirmation of repairs are made.

**Payment Options:**

ACH Bank Draft

Mail to address listed on bill

Office Drop Box 24/7 (NO CASH)

In-person at our office during regular business hours

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

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