



RESIDENTIAL APPLICATION

Start Date: _____

Service Address: _____

Account Type: Owner Renter Close Date: _____ Subdivision: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Primary Account Holder: _____ D/L Number: _____ State: _____

Phone Number: _____ Alt. Phone: _____ Employer: _____

Email Address: _____ Paper Bill E-mail Bill Both

Secondary Account Holder: _____ D/L Number: _____ State: _____

Phone Number: _____ Email: _____ Employer: _____

Authorize Secondary Account Holder to make decisions/changes, may have financial obligations to account balances.

Emergency Contact Information: *Individual outside of Home

Name: _____ Phone Number: _____

By signing the application, the account holder agrees to the following conditions:

- The prior service account must end within 30 days of beginning new service account.
- Turn on hours are between 8 am and 5 pm, Monday through Friday, a resident is not required to be present at the home.
- Notice of account closure is required at least one business day prior to end date.
- Deposits are applied to the account after two (2) years of good payment history, or at final billing if ended before the two (2) years. Any balance of \$5.00 or less will not be returned per City Ordinance #752.
- Failure to receive a bill (mailed or emailed) does not entitle payment without penalty.
- Any alteration of the service meter from its original state, as installed by city personnel, will constitute forfeiture of deposit, and may result in theft of services charge.
- The Cibolo Utility Billing Office is to be informed of any changes in contact information. The city is not responsible for any issue that may arise due to the inability to contact the account holder.
- It is the account holder's responsibility to adjust and maintain the irrigation system that may be present on the property and using an irrigation system may result in a high-cost bill.
- Cibolo Utility Accounts are kept confidential, unless requested by the account holder, per HB #872 signed September 1, 2021.
- Sewer Only Accounts are subject to disconnection of water through Green Valley SUD if the Cibolo Utility Account becomes past due.

Account Holder Signature: _____

Deposit Information

Administrative Fee: \$50.00

Water/Sewer Deposit: \$120.00

Garbage Only Deposit: \$40.00

Same Day Service: \$50.00

Office Use Only

Account Number: _____ - _____ - _____

Order Garbage Cart: _____

Order Recycle Cart: _____

Paid: Cash Check# _____ CC



OPTIONAL

AUTOMATIC PAYMENT AGREEMENT

Account Name: _____ Date of Request: _____

Service Address: _____

Email: _____ Phone: _____

Financial Institution Information

Name(s) on Account: _____

Bank Name: _____

Account Number: _____ Routing Number: _____

Account Type:

Savings Checking

*The City is not responsible for any errors or fees incurred due to inaccurate information provided by the account holder.

By signing the application, the account holder agrees to the following conditions:

- I hereby authorize the City of Cibolo to automatically charge my account once per calendar month, on the due date or business day prior should the due date fall on a weekend or holiday, for the amount due on my monthly utility account. I understand that the amount of my monthly utility bill varies based on monthly consumption and current rates. I also understand that I will continue to receive a monthly utility bill, with the withdrawal date printed on the utility bill.
- This procedure will remain in place unless or until I give the City of Cibolo written notice that I elect to terminate this service.
- I further authorize a \$25.00 charge to my account in any case in which the automatic charge is rejected because my specified account has either been closed or there are insufficient funds to cover the charges owed. After two (2) incidents, I will be terminated from automatic payments and placed on a CASH ONLY basis.
- I agree to give the City of Cibolo prompt written notice of any changes to my account and understand that Cibolo must receive notice no later than 5 days prior to the draft date, to avoid any processing issues.
- The City of Cibolo has the right to terminate automatic payment service at any time with written notice to the account holder. This agreement will remain in effect until cancelled by either party.

This agreement authorizes the City of Cibolo to automatically deduct the balance of my utility account from the bank account listed below for the service address listed above. I declare that the account number given belongs to me, and that any changes to or cancellation of the automatic payment plan will be made strictly by me.

Signature: _____