



RESIDENTIAL APPLICATION

Account Name: _____ 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

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

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

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

Emergency Contact Information:

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: _____

Office Use Only

Account Number: _____ - _____ - _____

Order Garbage Cart: _____

Order Recycle Cart: _____

Paid: Cash Check# _____ CC

Deposit Information

Administrative Fee: \$30.00

Water/Sewer Deposit: \$120.00

Garbage Only Deposit: \$40.00