

Customer Name:		Date:
Service Address:		
City:	State:	Zip:
Mailing Address: (if different than service address)		
City:	State:	Zip:
Phone Number:		Driver's License #:
Are you age 65 or older? <input type="checkbox"/> Yes <input type="checkbox"/> No		Date of Birth:

ALL accounts require a \$25 connect/occupant change per meter fee in addition to the deposit.

Residential Deposits	Electric: \$200.00	Commercial Deposits	Electric: \$500.00 (minimum)	Hydrant Meter Deposits	\$1500.00
	Water: \$100.00		Water: \$100.00 (minimum)		

Deposits may be waived if an applicant can provide a letter of credit for a period over one year from another utility company. The letter of credit must be dated within 60 days of the date of application and reflect no more than two delinquent payments and no disconnects for nonpayment within the prior consecutive 12-month period. If a customer who presented a letter of credit has their services disconnected for nonpayment, the customer will be required to provide deposits to re-establish service.

Authorized Users: Please print the name(s) of anyone you would like to give authorization to your account. Giving authorization will allow the individual(s) permission to change garbage services and apply for extensions. An authorized user will NOT be allowed to disconnect services at the above address.

Authorized User Name	Relation	Phone Number
1.		
2.		

I certify that the above information is accurate, and I agree to comply with the City of Hondo rules and regulations stated in the City of Hondo Code of Ordinance. The customer agrees to pay-in-full for services rendered by execution of this of this application and further agrees to be bound by all utility rates, rules, regulations, and politicizes, governing the services

ACCESS TO CUSTOMER'S PREMISES: By signing below customer agrees and understands that The City of Hondo employees and agents shall have access to the customer's premises at any time for the purpose of providing utility services, reading meters, inspecting, making repairs, updating and installing or removing any or all utility equipment and apparatus used in connection with the rendering of utility services to the customer. City acknowledges the right to repair and bill the customer for damaged or tampered equipment.

Signature: _____ Date: _____

If not signed in front of City Hall staff form will need to be notarized

Sworn to and subscribed before me on the _____ day of _____, 20_____

(seal)

Notary Public Signature

FOR CITY USE ONLY

Account # : _____	Work Order # : _____	UB Clerk Initials: _____
NOTES:		



CITY OF HONDO Utilities Application

1600 Ave M • Hondo, TX 78861 • (830)426-3378 • www.hondo-tx.org

Utility Service Agreement

Welcome to the City of Hondo! The City of Hondo provides the following services: electricity, water, sewer and garbage to residents inside the city limits of Hondo. Each customer must sign the Utility Service Agreements before the City of Hondo will begin service. The following are the terms of the Service Agreement between the City of Hondo and our customers:

Owners: Property owners must provide a copy of the recorded deed to establish utility 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.

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 and signatures from BOTH parties. Handwritten lease agreements must be notarized.

- A valid driver's license or ID is required to turn on services.
- In the event a customer applying for services has an old/bad debt, they must pay off that debt or enter into a payment agreement prior to services being turned on.
- Deposits and connect/occupant change 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 billing 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 following are the only acceptable forms of payment: cash, check, money order, and credit card. We **DO NOT** accept **temporary checks or American Express** credit cards.
- Credit card payments will have a 2.25% service charge (service charge is subject to change) and can be made in person at City Hall, over the phone by calling 1-877-880-4046 or online at <https://www.municipalonlinepayments.com/hondotx>
- Checks and money orders can be put in the drop slot located at the side of City Hall. Please do not leave cash in drop box.
- The drive up KIOSK is also available to make payments and accepts cash, checks, money orders and credit cards. There is a 3% service charge (service charge is subject to change) at the KIOSK for credit cards.
- Customers have the option to have their account put on bank draft which draws the monthly payment from 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 \$40.00
- Bills are due on the 15th of every month by 5pm. If the 15th falls on a weekend or holiday, bills are due on the following business day by 5pm.
- Bills are considered late on the day following the bill due date. Late bills are mailed out the day after bill due date and a 10% late fee is automatically added to your bill.
- Utility cutoffs are the 26th of every month. If the 26th falls on a weekend or a holiday, cutoffs will be on the following business day. Residents that get disconnected will receive a notice with relevant information to resume services.
- All disconnections for nonpayment are subject to a \$30 collection fee and a \$20 per meter reconnection fee, in addition to the current amount due. If a letter of credit was provided at the time of the opening of services and you have been disconnected for non-payment the letter of credit is invalid and deposits will be required prior to services being reconnected.
- Customers are required to fill out and submit a disconnect form to have services cutoff. 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.
- Each account will be issued one trash can. If you would like to add an additional trash can you will need to come by the office and fill out a garbage change form. The City of Hondo contracts with South Texas Refuse Disposal (STRD) for garbage and brush pick up. Garbage is picked up weekly. Brush is picked up by request. Customers are allowed two brush pickups per month. For a missed trash pickup or to schedule a brush pick up contact STRD at 830-426-4261.
- STRD provides a waste station open to City of Hondo residents on Saturday from 8am-4pm, they are located at 275 CR 341 (Precinct 1 yard) Hondo, TX 78861.