



# Financial Services Policy

**SUBJECT:** Establishment of Service Policy

**NO:** UBO 1.12

**EFFECTIVE:** January 1, 2012

**REVISED:** August 10, 2015

**APPROVED:** Constance P. Sanchez  
Constance P. Sanchez  
Director of Financial Services

## PURPOSE

To ensure all utility customers provide accurate information upon the establishment of service.

### I. Establishment of Service

Each prospective customer shall apply for the service desired. An application for service may be made in person at City Hall, by phone to the Customer Call Center at 361-826-2489, or by mail.

The following information is required as a condition of service and shall be provided by the customer at the time of application. Any discrepancy, intentional or otherwise, in the provided information may lead to interruption of service *with* notice.

Information to be furnished by applicant either by telephone to the Call Center or in person:

- Are you the proposed customer at this address?
- Name of the prospective customer
- Location of the premises to be served
- Date service is to start
- Type of service desired (water, gas, wastewater, solid waste)
- Prospective customer's mailing address and if residential, the place of employment including telephone number. The mailing address shall be the address for receipt of bills and notices unless the customer specifies another address for bills or notices.
- Whether the prospective customer is the owner or tenant of the premises to be served. If the customer is a tenant, the name, address and telephone number of the property owner is required.

- For tenants a copy of lease agreement must be provided prior to starting services.
- Residential telephone number of the prospective customer
- If account is opened in the name of an individual, the customer must furnish verifiable government-issued identification such as a Social Security Number or Texas Driver's license number for that individual to start service.
- If account is opened in the name of a business, the applicant must provide information to verify type of legal entity, i.e. sole proprietorship, corporation, partnership, along with mailing address, phone number and tax ID number of the business.
- If the business is a sole proprietorship, both the business name as well as the owner of the business will be listed on the account. If the business is a sole proprietorship, business owner must provide business and home mailing address, business and home telephone number, business tax ID number and owner's verifiable government-issued identification such as Social Security Number or Texas Driver's license number.
- If the applicant is seeking service at a location that has been issued a Citation from Utilities Code Enforcers the customer will be referred to the resolution section to authorize start of service. Utilities Business Office will require a certifiable lease from the authorized owner of the property or their agent. If the applicant is the owner of the property, resolutions will set the customer up as usual although advising customer of additional charges associated with the citation. Request deposit to be paid prior to starting services.
- If the applicant is seeking service at a location where Unauthorized usage is detected the customer will be referred to the resolution section to authorize start of service. Utilities Business Office will require a certifiable lease from the authorized owner of the property or their agent. If the applicant is the owner of the property, resolutions will set the customer up as usual although advising customer of additional charges associated with the unauthorized usage. A mandatory deposit must be paid prior to starting services.
- Any additional information that the Utility Business Office may reasonably require.

Information to be furnished by applicant to Development Services Department:

- If the account is opened in the name of an individual, the customer must furnish verifiable government-issued identification such as Social Security Number or Texas Driver's license number for that individual to start service, along with mailing address and telephone number.
- If account is opened in the name of a business, the applicant must provide information to verify type of legal entity, i.e. sole proprietorship, corporation, partnership, along with mailing address, phone number, and tax ID number of the business.

- If the business is a sole proprietorship, both the business name as well as the owner of the business will be listed on the account. If the business is a sole proprietorship, business owner must provide business and home mailing address, business and home telephone number, business tax ID number and owner's verifiable government-issued identification such as Social Security Number or Texas Driver's license number.
- Any additional information that Development Services may reasonably require.

## **II Failure to Provide Required Information**

If requested information is not provided, services will not commence till information is provided. A deposit will be required prior to establishing service.

### **QUESTIONS ON THIS POLICY**

Questions on this Policy may be referred to the Director of Financial Services.