S/O #: _____

CITY OF CEDAR PARK
RESIDENTIAL UTILITY SERVICE APPLICATION

City of Cedar Park
450 Cypress Creek Rd, Bldg 2
Cedar Park, TX 78613

Tel. (512) 401-5300
Fax. (512) 401-5301
ub@cedarparktexas.gov

Please print.

Today's date: _____

Customer Name: _____ Spouse: _____

Connect date: _____
(Mon - Fri. only, 24 hour notice required)
(no service on Holidays)

Service Address: _____

Mailing Address: _____
(if different than service address)

Home Phone: _____

Work Phone: _____

Driver's License #: _____

Alt. Phone: _____

Place of Employment: _____

Social Security #: (last 4 digits) _____

e-mail address: _____

Date of Birth: _____

Name of authorized person(s) to make written changes or inquiries on your account: _____

relationship _____

*****Please note that a $100 deposit <u>and photo identification</u> is required at the time of application for service. If applying for service by fax, <u>you must contact the Utility Billing Office</u> at (512) 401-5300 to pay the deposit by Visa or MasterCard. There is a $2.00 transaction charge for each card transaction.**

A resident may request that their address and telephone numbers be kept confidential. If a resident requests confidentiality, the City shall keep the address and telephone number confidential unless required or mandated by law. Please select one:

☐ YES - Request for confidentiality ☐ NO - Do not request confidentiality

Under the Texas Utilities Code, Section 182.001 through 182.005, persons 60 or older utility accounts will not receive a 10% penalty until the bill is past due by 25 days. Are you or any person authorized on this account 60 or older?

☐ YES - (Please provide verification for age status) ☐ NO

If you are a landlord of this property, would you like this account to be established as a landlord account? ☐ Yes

Customer Signature: X _____

For office use only:

Customer Service Rep _____

Deposit _____ ☐ Cash ☐ Check # _____ ☐ Visa/MC _____ Receipt # _____

Solid Waste Collection - CPD/CTR ☐ YES ☐ NO

Account # _____ Billing Cycle _____ 5-Day Service? _____
(consecutive days only for $35.00)

Utility Information
For New Customers
(512)401-5300

Changes to Accounts:

Any changes to customer accounts must be made in writing to the Utility Department. They can be sent in via Fax, Email, Mail, or delivered in person at our office. Our fax number is (512)401-5301 and our email address is ub@cedarparktexas.gov

Payments:

There are several options for paying your bill.

1) At our **Office** Monday thru Friday from 8 a.m. till 5 p.m.
2) At the **Payment Kiosk** with Cash, Check or Credit Card at any time. And you will receive a receipt.
3) At our **Night Drop Box** out in our parking lot and those will be posted the next business morning.
4) By **Mail** and it will be credited on the day that we receive it.
5) By **Phone** with either a Visa or MasterCard. A $2.00 credit card processing fee will be charged for all payments of $25.00 or more.
6) Thru our **Website** (www.cedarparktexas.gov) with either a Visa or MasterCard. There is no processing fee and it is credited immediately to your account.
7) By **Automatic Draft** from a Checking or Savings Account. An authorization form must be completed and sent to us along with a voided check. The form is available in our office or on our website.
8) You can also pay thru your Bank's Bill pay.

Billing Cycles:

There are 4 billing cycles in the city:

1. Cycle One - Mailed on the 17th and due by the 2nd.
2. Cycle Two - Mailed on the 24th and due on the 9th.
3. Cycle Three-Mailed on the 1st and due on the 16th.
4. Cycle Four - Mailed on the 8th and due by the 23rd.

Residents cannot change their billing cycles as they are determined by your geographic location. Bills are mailed once per month and are due before 5 pm on the due date. Late payments are subject to a 10% penalty fee. Late cut-off notices are mailed the day following the due dates of all accounts owing a balance. The notice will include a final due date. If payment is not received by this deadline, service will be suspended. A $50 disconnect fee plus the balance owed must be paid before the service is restored. It is a state felony to turn disconnected water back on.

Deposits:

Residential accounts require a deposit of $100, or $50 with an acceptable letter of credit from another Utility Company (Gas, Electric, or Water). This deposit must be paid when the application is submitted. If we receive an acceptable letter within the first 30 days of opening your account a $50 credit will be applied to your account. The letter of credit can have no more than 2 late payments and no disconnects for non-payment.

Refund Policy:

Upon termination of your water service, the deposit on the account is applied to your final bill and any remaining will be sent back to you in the form of a check.

After one full year of service with no more than two late payments and no disconnects for non-payment, you may request that half of your deposit be refunded back to your account. This request must be in writing. The balance of the deposit will remain on your account until your account is closed.

Garbage/Recycling:

Weekly garbage and every other week recycling service will be provided by Cedar Park Disposal for residents inside the city limits and billed on your water bill. Extra garbage cans are available for an additional monthly charge. The weekly trash and recycling schedule is available on our website. Questions or concerns regarding these services should be directed to the city at (512) 401-5678.

Residential Rates:

Water:

The minimum charge for the first 2,000 gallons of water with a 5/8 inch water meter is $17.77. Volume charges for over 2,000 gallons are as follows:

2001 to 10,000 gallons - $3.63 per thousand
10,001 to 15,000 gallons - $4.36 per thousand
15,001 gallons plus - $5.23 per thousand

Sewer:

Sewer rates are based on the average water readings for December, January, and February on your account. The average is calculated at this time of year because there is less outdoor water usage. Your new sewer rate will appear on your April bill and will remain the same until April of the following year. The minimum charge for a 2,000 gallon winter average is $21.70. Each additional 1,000 gallons is $3.99. New residents with no usage in the winter will have their wastewater based on the current citywide winter average or their actual water usage whichever is less, until a winter average has been calculated.