



CITY OF ELGIN

APPLICATION FOR RESIDENTIAL SERVICES

WATER / WASTEWATER / GARBAGE

DEPOSIT / APPLICATION FEE \$200 / \$50

DEPOSITS/SERVICE FEES/ LEASE/ CLOSING DOCUMENTS/ PICTURE ID ARE REQUIRED TO ESTABLISH SERVICE

SERVICE START DATE: _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

CUSTOMER INFORMATION

PRIMARY NAME (printed on the bill): _____

DRIVERS LICENSE #: _____ **DATE OF BIRTH:** _____

HOME PHONE: _____ **WORK PHONE:** _____

CELL PHONE: _____ **ALT PHONE:** _____

SECONDARY NAME (not printed on the bill): _____

DRIVERS LICENSE #: _____ **DATE OF BIRTH:** _____

HOME PHONE: _____ **WORK PHONE:** _____

CELL PHONE: _____ **ALT PHONE:** _____

PREFERRED BILLING METHOD

PAPER BILL – U.S. MAIL

PAPERLESS BILL – EMAIL:



Please check the box to elect to have your information remain confidential. Utility customers have the right to request confidentiality of personal information. Personal information is defined as “an individual social security number, address or telephone number”. Typically, these things have been available routinely through an Open Records Request. All other information on your account is still subject to the terms of the Open Records Act. Further, this information is still available to other utility suppliers, law enforcement agencies, government officials and consumer reporting agencies.

Initial Customers are responsible for the timely payment of their Utility Bill whether the bill is received or not. Utility bills are due on the 15th of each month. If you do not receive your utility bill, please contact the Utility Billing Department as soon as possible.

Initial Customers are responsible for reviewing the accuracy of their Utility Bill. If you find an error, please contact the Utility Billing Department as soon as possible.

Initial If not paid by the due date, a penalty of 10% of the unpaid balance is applied to the account. Full payment including penalty charge is due no later than the 25th of the month.

Initial Service will be disconnected if full payment is not received on or before the 25th of the month and will include a fee of \$75.00. This is an administrative fee and will be charged whether your service is disconnected or not.

Initial To restore service the past due balance and all penalties must be paid. After payment is received, service will be restored by the end of business day.

Initial Services restored AFTER HOURS will be charged an additional \$50.00 after hours connection fee.

Initial It is unlawful for any person or property owner to reconnect or attempt to reconnect service and is punishable by fine up to \$100.00. If meters are found to be tampered with (locks cut, etc.) fees will be charged to the account.

IF THE DUE DATE FALLS ON A DATE THAT THE CITY OF ELGIN OFFICES ARE CLOSED (A WEEKEND OR HOLIDAY) YOU CAN STILL, MAKE YOUR PAYMENT AFTER HOURS BY UTILIZING THE NIGHT DROP BOX AT CITY HALL OR VIA THE WEBSITE AT WWW.ELGINTX.COM

I certify that all the above information is true and correct to the best of my knowledge. Also, I acknowledge that any previous City of Elgin Utility Account balances owed by me or authorized person listed above will be due at the time of service.

Payment accepted in the form of cash, check, money order, VISA, MASTER CARD or DISCOVER only (\$3 convenience fee). Make check payable to: CITY OF ELGIN UTILITIES

SIGNATURE

DATE



FOR OFFICE USE ONLY

Connection Date: _____ Initials: _____

Account #: _____