



City of Round Rock
221 E. Main Street
Round Rock, TX 78664
Phone: 512-218-5460
Fax: 512-218-5463

UTILITY SERVICE APPLICATION

START DATE _____ or DISCONNECT DATE _____

Please allow 1-2 business days for processing. Service will be activated between 8 a.m. and 5 p.m., Monday through Friday. Applications received on Saturday, Sunday, or holidays will be initiated on the preceding business day.

SERVICE ADDRESS _____

MAILING ADDRESS _____

(If different from above)

EMAIL ADDRESS _____

BILLING PREFERENCE [] E-BILL or [] PAPER BILL

APPLICANT _____ CO-APPLICANT _____

DRIVERS LICENSE # _____ DRIVERS LICENSE # _____

SOCIAL SECURITY # _____ SOCIAL SECURITY # _____

BIRTHDAY _____

PHONE # _____ PHONE # _____

COMPLETE THIS SECTION FOR NON-RESIDENTIAL UTILITY SERVICE (Commercial, Industrial, Business, Real Estate, etc.)

APPLICANT _____ CONTACT NAME _____

TAX ID # _____ PHONE # _____

MONTHLY FRIENDLY ROCK DONATIONS (I/we agree to make a voluntary monthly donation in the following amount): [] \$1 [] \$ _____

Applicant Co-Applicant

- I understand that the City requires 1 – 2 business days’ notice to connect service.
I request that my personal information be kept confidential.
I understand that a \$25 connection fee and \$100 deposit will be charged on the first month’s bill for residential accounts. Deposits on commercial accounts will vary according to meter size.
I understand that I am responsible for all discharges of water on the customer side of the water meter, regardless if the discharge was a result of my actions or inactions.
I understand that I am liable for any damage to the water meter installed on the property. It is unlawful for anyone to break, damage, tamper with, obstruct or prevent the proper operation of the water meter.
I understand that a violation of any of the offenses listed above will result in additional fees for water lost, damages incurred, and criminal charges may be filed against the customer.
I am over 60 years old and will bring proof to the city offices within three business days to qualify for a penalty delay. I understand that until I submit proof and complete the form in office, I will not be granted the payment delay.
I agree both the applicant and co-applicant, if any, have the authority to close the account and that the return of the deposit, if any, may be issued to either the applicant or the co-applicant.

SIGNATURE

CO-APPLICANT SIGNATURE

Submit the completed form along with a copy of your photo ID to the Utility Billing office using any of the following methods:
Online at roundrocktexas.gov/newutilityservice - Fax: 512-218-5463 - In-person at address listed above

***** OFFICE USE *****

ACCT # _____ CSR _____ SERVICE ORDER # _____ VERIFIED _____ / _____



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AUTOMATIC DRAFT AUTHORIZATION
TO ENROLL OR CHANGE AUTO DRAFT ON UTILITY ACCOUNTS
UTILITY ACCOUNT INFORMATION

NAME _____ ACCOUNT # _____

SERVICE ADDRESS _____ PHONE # _____

MAILING ADDRESS _____ SOCIAL SECURITY # _____
(If different from above)

EMAIL ADDRESS _____ REQUEST E-BILL [] YES [] NO

You can help those in need pay for essential water services by donating to the FRIENDLY ROCK PROGRAM. Simply check the box by the amount you would like to contribute and it will be added to your water bill.

- [] YES I would like to pledge to the FRIENDLY ROCK PROGRAM each month.
[] \$1 [] \$5 [] \$ _____

OPTION 1: AUTOMATIC DRAFT FROM VISA OR MASTERCARD

Complete this section if drafting from credit card

CARD TYPE: [] VISA [] MASTERCARD

CARD NUMBER _____ - _____ - _____ - _____ EXPIRATION _____

CARDHOLDER NAME _____ BILLING ZIP CODE _____

CVV (3 DIGIT NUMBER ON BACK OF CARD) _____

OPTION 2: AUTOMATIC DRAFT FROM BANK ACCOUNT

Complete this section if drafting from checking or savings account.

*** A voided check is required for drafts from checking or savings accounts ***

- [] CHECKING [] SAVINGS

BANK NAME _____ BANK ACCOUNT # _____

NAME ON BANK ACCOUNT _____ BANK ROUTING # _____

I authorize the City of Round Rock to draft the account indicated above to pay my monthly utility bill. I understand that my credit card or bank account may be drafted for the total amount due, one to three business days before the due date. Initial

I will continue to make payments as usual until my bill states "Paid by Draft". Failure to do so may result in late fees. Initial

This authorization will remain in effect until the City of Round Rock has received written notification of termination. This bank or credit card draft authorization will be terminated upon receipt of notification for insufficient funds or if declined or returned for any reason. Initial

SIGNATURE

DATE

***** OFFICE USE *****

ENTERED BY _____ DATE _____ VERIFIED BY _____ DATE _____

