



CITY OF  
**PORT LAVACA**

202 N. Virginia, Port Lavaca, Texas 77979  
Main Number: 361-552-9793

[www.portlavaca.org](http://www.portlavaca.org)  
Main Facsimile: 361-552-6062

### Residential Utilities Application

Notice: This application must be accompanied by a valid ID and a Lease if applicable.  
Anyone over the age of 18, living in the home, must be on the application.

**Residential Deposit - \$ 180.00**

**[CUSTOMERSERVICE@PORTLAVACA.ORG](mailto:CUSTOMERSERVICE@PORTLAVACA.ORG)**

Date: \_\_\_\_\_ Start Service Date: \_\_\_\_\_

Are you a Builder / Contractor? Yes \_\_\_\_\_ No \_\_\_\_\_

Renting: Yes \_\_\_\_\_ No \_\_\_\_\_ Own: Yes \_\_\_\_\_ No \_\_\_\_\_ Year Purchased: \_\_\_\_\_

\*Rental Agreement/Lease required. If you do not have a lease, the owner must fill out a form and provide a valid ID.

Name: \_\_\_\_\_

Spouse/Other: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address (IF DIFFERENT THAN ABOVE): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

DL 1: \_\_\_\_\_

DL 2: \_\_\_\_\_

SSN 1: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

SSN 2: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

DOB 1: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

DOB 2: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Delivery Method: E-Notice \_\_\_\_\_ Mail \_\_\_\_\_ Both \_\_\_\_\_

**If there is any bad debt found once application is put in for anyone over the age of 18 that is on the application the amount will be transferred to the current active account**

**INITIAL HERE FOR ACKNOWLEDGEMENT OF BAD DEBT TRANSFER: \_\_\_\_\_ \***

I understand that the City of Port Lavaca reserves the right to terminate my utilities services at any time if it is to be discovered that I have not told the truth on this application or have withheld information. I further understand that this application in no way or form guarantees utility services. I declare under penalty of perjury under the laws of the United States the foregoing information is true and correct.

Applicant Signature: \_\_\_\_\_

Applicant Signature: \_\_\_\_\_

**For Internal Use Only**

Received By: \_\_\_\_\_

Received Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Signature of Approver: \_\_\_\_\_



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### Automatic Draft Authorization Form

Please be sure to enclose a **VOIDED** check or copy of your Bank Member ID card that displays your name, routing number and account number to verify the banking information. It can take up to a full month for the draft to go into effect, so be prepared to pay your upcoming bill manually.

If you have additional questions about Auto Draft, please call our Customer Service Department at  
(361) 552-9793 extensions 238 & 239.

**Please be advised three instances of non-sufficient funds (NSF) will result in the automatic termination of the Automatic Draft.**

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I authorize the City of Port Lavaca to withdraw funds necessary to satisfy the amount due on my water bill from the following Financial Institution:

Bank: \_\_\_\_\_ Date: \_\_\_\_\_  
Routing Number: \_\_\_\_\_ Checking Account #: \_\_\_\_\_

Enclose a voided check or a copy of your Bank Member ID card from the account you want your monthly payments to be deducted from.

(Verify the accuracy of the information submitted before signing).

Service Address: \_\_\_\_\_  
Customer's Name: \_\_\_\_\_  
Customer's Water Account: \_\_\_\_\_  
Customer's Phone Number: \_\_\_\_\_  
Customer Signature: \_\_\_\_\_

**For Internal Use Only**

Received By: \_\_\_\_\_  
Received Date: \_\_\_\_\_  
Account Number: \_\_\_\_\_  
Signature of Approver: \_\_\_\_\_



# NOTICE

## Request for Disclosure of Information Maintained by the City of Port Lavaca Utilities Department

Information in your City of Port Lavaca Utilities Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, is generally excepted from disclosure under Texas Government Code, Chapter 552 (Public Information Act).<sup>\*</sup> However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers) provides that a customer of a government-operated utility may request that the government-operated utility disclose personal information in a customer's account record, including the customer's address, or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage. Additionally, a customer or a representative of the customer may receive information excepted from disclosure if the information directly relates to utility service provided to the customer and is not otherwise confidential by law.

This form enables you to request disclosure of certain information under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below and return this form.

### Release of Information:

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

I authorize the City of Port Lavaca Utilities Department to disclose:

- my personal information and/or
- information regarding my usage, services and billing, including amounts billed or collected for utility usage to:

Name:

Address:

Driver's License No.:

I authorize the City of Port Lavaca Utilities Department to release my account information to the public upon written request by any member of the public.

You may rescind your request for disclosure by providing the City of Port Lavaca Utilities Department written notice. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Chapter 182, Subchapter B.

<sup>\*</sup> Confidentiality under Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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**Sec. 50-57. - Payments.**

All accounts shall be payable at the service office of the utility billing in city hall. The finance director or his/her designee will prepare monthly statements for all water charges and shall discontinue service to any connection for which the monthly statement shall not have been paid at the expiration of 26 days from the date of the billing. After the service has been disconnected, it shall be unlawful for any person or property owner to reconnect said services or attempt to reconnect said services. Payments mailed to the utility billing office must be received postmarked prior to the 26th day from the billing date to avoid disconnection.

(Ord. No. G-4-08, § 19, 9-22-2008)

**Sec. 50-58. - Failure to receive bill no excuse for nonpayment.**

The failure of any person to receive a bill for water used shall not be an excuse for nonpayment.

(Ord. No. G-4-08, § 20, 9-22-2008)

**Sec. 50-59. - Penalties on overdue bills; disconnection.**

- a) A ten percent penalty will be assessed to the customer on his water bill after 15 days from the billing date of the invoice evidencing such indebtedness.
  1. For all payments made subsequent to the final notice payment date, the customer must make all payments, including:
    - a. The ten percent penalty.
    - b. A service fee.
    - c. Any additional deposits required; and
    - d. The original bill.
  2. Upon payment of the charges listed in subsection (a)(1) of this section, water service will be reconnected within 24 hours. After-hours requests for service reconnection shall charge an after-hours fee.
- b) The disconnection date on the bill is based on the current bill only. Any past due amount is subject to disconnection as set forth in section 50-57.

(Ord. No. G-4-08, § 21, 9-22-2008)

**Sec. 50-60. - Emergency cutoffs; reconnection.**

(a) When a customer requests an emergency cutoff at his premises, a reconnection charge shall still be assessed. Reconnections will be made during the normal work hours from 8:00 a.m. to 5:00 p.m., Monday through Friday.

(b) Disconnections will be made at any time requested by the customer if such disconnect is considered an emergency disconnect. The term "emergency disconnection" means a disconnection due to a leak in the customers line that cannot be controlled by the customer due to lack of a cutoff valve on the customer's side. The customer shall be notified that service will not be restored until such time as the customer installs a cutoff valve on his side as provided in section 50-41.

(Ord. No. G-4-08, § 22, 9-22-2008)



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### Utility Billing

The Utility Billing department handles metering and billing of water, trash and sewer services within the City of Port Lavaca.

#### Billing and Payment Options:

Your account is billed monthly about 15 days before the due date. Included on the bill are charges for water, sewer and garbage. You may pay your bill in multiple payments, including:

- **Online:** You may pay your bill online with your debit or credit card. [WWW.PORTLAVACA.ORG](http://WWW.PORTLAVACA.ORG)
- **By Phone:** Call (833) 257-8349 (Pay by credit or with debit card).
- **By Mail:** City of Port Lavaca 202 North Virginia Port Lavaca, TX 77979
- **In Person:** At the City of Port Lavaca offices, from 8:00 a.m. – 5:00 p.m. (or after hours in the drop box located at City Hall on the Utility Billing side).
- **Bank Drafting:** You may have your bill electronically transferred from your bank account.
- **Your Neighborhood:** You may pay your bill at the local Walmart/H-E-B. Please bring your receipt to the water department to avoid disconnect.

#### Security Deposit:

All new customers are required to pay a minimum range of \$180.00 to \$280.00 for a security deposit.

**Deposits are applied to any outstanding balance upon disconnect.**

#### Penalties and Fees:

- **Late Fee:** 10% after 15 days from billing date.
- **Disconnect Fee:** \$30.00
- **Return Check Fee:** \$30.00
- **Service Call or Trip Free:** \$30.00 (after hours – \$45.00)
- **Tampering Fee:** \$100.00 plus cost of repairs for 1<sup>st</sup> offense. \$500.00 plus cost of repairs for 2<sup>nd</sup> offense or more.

#### Meter Reading:

Your water meter is read on approximately the same date each month. The meter is typically located in a meter box, near the curb, in front of your home.

**For more information on water meters, you may see the Code of Ordinances section.**