



## NEW OWNER OR RENTER PACKET CHECKLIST

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- ✓ **Customer Service Application**  
Including all person(s) that need/require access to the GVSUD Water/Wastewater account.
- ✓ **Standard Service Agreement**
- ✓ **Government Issued Photo Identification** - Must include:  
Photo ID for **ALL** applicants listed on the Customer Service Application.
- ✓ **Lease/Rental Agreement** - Must include the following:  
Name of Tenant(s)  
Name of Property Management/Owner Name(s)  
Name of Service Address  
Signature page to include Tenant(s) and Property Management/Owner(s)  
Lease/Rental Agreement must have the commencement date

**OR**

- ✓ **Ownership Documents** - Applicable documents include any of the following:  
Texas Disclosure  
Warranty Deed  
Guarantee Deed  
Deed of Trust  
Executor Deed

**Document must include the following:**

Name(s) of Buyer(s) and Seller(s)  
Name of the Service Address  
Signature page of the Buyer(s) or Seller(s) and signature of Closing Officer  
and/or Escrow Secretary.

If you choose to make your payment online, please utilize the "Pay without Logging In" option. If you decide to create a Customer Portal Profile, understand that the Service Application is only used to pay the deposit and applicable fees upon the start of Utility Services. When you receive your first bill, you will have an account and tenant number to link to your Customer Portal Profile.

The account number format will be XXXXX.00, and the tenant number will be XX, which will appear on the bill as such XXXXX.00 XX. For example: 12345.00 98

You can submit this form:

Electronically to [customerservice@gvsud.org](mailto:customerservice@gvsud.org)

By mail to PO Box 99, Marion, Texas 78124

By fax to (830)420-4138

In person to our office located at 605 FM 465, Marion, Texas 78124

GREEN VALLEY SPECIAL UTILITY DISTRICT  
CUSTOMER SERVICE APPLICATION  
(all items in bold must be completed)  
PLEASE PRINT

DATE: \_\_\_\_\_

Acct. No. \_\_\_\_\_

Tenant No. \_\_\_\_\_

FOR DISTRICT USE ONLY

COUNTY OF PROPERTY \_\_\_\_\_

PRIMARY

NAME: \_\_\_\_\_ TAX ID # \_\_\_\_\_ STATE: \_\_\_\_\_  
DL/ID# \_\_\_\_\_

SECONDARY

NAME: \_\_\_\_\_ TAX ID # \_\_\_\_\_ STATE: \_\_\_\_\_  
DL/ID# \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_  
Street City State Zip

MAILING ADDRESS: \_\_\_\_\_  
Street City State Zip  
(if different from service address)

PHONE NUMBERS: Primary: \_\_\_\_\_ Secondary: \_\_\_\_\_

EMAIL: \_\_\_\_\_

GREEN VALLEY SUD OFFERS AUTOMATED CALLS, TEXT, AND EMAILS TO OUR CUSTOMERS REGARDING WATER OUTAGES, DELINQUENCIES & MORE.

If you do NOT wish to receive this information, please check this box.

IS PROPERTY LOCATED WITHIN CITY LIMITS? YES NO IF SO WHAT CITY \_\_\_\_\_

ARE YOU: PURCHASING RENTING OWNERS NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_

What will be the primary usage of water? Residential Commercial Irrigation

Do you have any special needs? (i.e. Dialysis): \_\_\_\_\_

You must supply a written statement from your doctor and must continue to provide every six months.

APPLICABLE FEES

REFUNDABLE DEPOSIT.....\$ 150.00

GBRA SEWER TRANSFER FEE .....\$ 50.00

SERVICE TRIP FEE.....\$ 50.00

ZIPP RD SEWER TRANSFER FEE.....\$25.00

FIRE HYDRANT METER REFUNDABLE DEPOSIT ....\$ 2500.00

Customer(s) with a Fire Hydrant Meter are responsible for  
ALL usage, accidental or not. Customer(s) are also responsible  
for securing the meter.

TOTAL DUE TODAY: \$ \_\_\_\_\_

Deposit is refunded when the account is terminated. Deposit will be applied to the final charge(s) and any other outstanding balance(s) on the account.

Applicant agrees to pay all applicable fees to establish water service at the previous mentioned service location.

Read and Accepted by:

Applicant

Date

The following information is requested by the Federal Government to monitor compliance with Federal Laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to not the race/national origin of individual applicants on basis of visual observation and surname.

\_\_\_\_\_ White not of Hispanic Origin

\_\_\_\_\_ Black, not of Hispanic Origin

\_\_\_\_\_ Hispanic

\_\_\_\_\_ American Indian or Alaskan Native

\_\_\_\_\_ Asian or Pacific Islander

Other \_\_\_\_\_ (specify)

MALE

FEMALE



## STANDARD SERVICE APPLICATION AND AGREEMENT

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Agreement, made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, between GREEN VALLEY SPECIAL UTILITY DISTRICT, a District organized under the laws of the State of Texas (hereinafter called the District) and \_\_\_\_\_ (hereinafter called the Customer).

Customer Name

Witnesseth:

The District agrees to sell and deliver water service to the Customer and the Customer agrees to purchase and receive water service from the District, in accordance with the Bylaws and Policy of the District, as amended from time to time by the District.

The Customer shall pay the District for service hereunder, at the rates and upon terms and conditions set forth in the rate schedule adopted by the District's Board of Directors.

The Board of Directors shall have the authority to cancel service in the event the Customer breaches this agreement by (1) refusing or failing, without just cause, to connect to the District's facility and use same as soon as the facility is available, or (2) refusing or failing, without just cause, to pay the minimum monthly water rate as established by the District, the Customer agrees to pay the District liquidated damages in accordance with the Policy of the District.

In the event the total water supply becomes insufficient to meet all the of the needs of the Customer, or in the event there is a shortage of water, the District may initiate a Drought Management Program, thus prorating the available water among the various Customers on such basis as is deemed equitable by the Board of Directors. A schedule of hours covering the use of water may be prescribed. By the execution of this Agreement, the Customer hereby agrees to comply with terms of said Program.

The Customer shall install, at his own expense, a service line from the water meter to the point of use. The use of pipe and fittings that contain more than 0.25% lead or solder and flux that contain more than 0.2% lead is prohibited by State Law. No water connection shall be made where an actual or potential contamination by cross connection or backflow siphonage may exist. Connection of service pipelines from the District's water service meter to any private well or other unknown water supply is strictly prohibited.

The District's employees shall have access to the Customer's property or premises at all reasonable times for the purpose of inspection to ensure compliance with State required standards, applicable plumbing codes and utility construction standards.

By the execution hereof, the Customer shall hold the District harmless from all claims for damage to real or personal property, occurring from the point the Customer ties on to the water meter to the final destination of the line installed by the Customer, caused by service interruptions due to waterline breaks by utility or like contractors, tampering by other Customers of the District, normal failures of the system, or other events beyond the District's control. The Customer agrees to grant to the District now or in the future, any easements of right-of-way for the purpose of installing maintaining and operating such pipe line, meters, valves, and any other equipment which may be deemed necessary for the District to extend or improve service for existing or future Customers, on such for as required by the District.

The District shall have the right to locate a water service meter and the pipe necessary to connect the meter on the Customer's property at the point to be chosen by the District, and shall have access to its property and equipment located upon the Customer's premises at all reasonable times and for any purpose connected with or in the furtherance of its business operations. Upon discontinuance of service, the District shall have the right to remove any of its property from the Customer's property.

By execution of this Standard Service Application and Agreement, Applicant agrees to guarantee payment of all other rates, fees, and charges due on any account for which said Applicant has made a deposit. Said guarantee shall pledge any and all deposit monies against any balance due the District. Liquidation of said deposit shall give rise to discontinuance of water utility service under the terms and conditions of the District's Policy.

By execution of this Standard Service Application and Agreement, Applicant agrees that noncompliance with the terms of this Agreement by said Applicant shall constitute denial or discontinuance of service until such time as the violation is corrected to the satisfaction of the District.

Any misrepresentation of the facts by the Applicant on any of the two pages of this form shall result in discontinuance of service pursuant to the terms and conditions of the District's Policy.

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Customer Signature

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District Representative Signature

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Date

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Date



# City of Cibolo : Service Application

Start Date:

Service Address:

Subdivision:

Account Type:

☐

Owner

☐

Renter

Close Date:

Primary

Account Name:

D/L Number:

State:

Phone:

Employer:

Alt. Phone:

Email:

☐

Print Bill

☐

E-Bill

☐

Both

Secondary

Account Name:

D/L Number:

State:

Phone:

Employer:

Alt. Phone:

☐

Authorize Secondary Account Name to make decisions/changes, may have financial obligations to account balances.

Mailing

Address:

Emergency

Contact:

Phone:

- The City of Cibolo will bill an account, created with the listed information for Solid Waste and Drainage charges at rates that approved by City Council.
- Notice of account closure is required at least one business day prior to end date.
- Deposits are applied to the account after two (2) years of good payment history, or at final billing if ended before the two (2) years. Any balance of \$5.00 or less will not be returned per City Ordinance #752.
- Failure to receive a bill (mailed or emailed) does not entitle payment without penalty.
- The Cibolo Utility Billing Office is to be informed of any changes in contact information. The city is not responsible for any issue that may arise due to the inability to contact the account holder.
- Cibolo Utility Accounts are kept confidential, unless requested by the account holder, per HB #872 signed September 1, 2021.
- Residents moving in to a home directly from the builder will have a garbage cart and recycle cart processed for delivery within 10 business days of the account start date. For solid waste information, account holders are urged to contact Waste Connections at 255-809-2783

**I agree to the terms of service and it is my duty to submit truthful information.**

Signature

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