



CITY OF GLENN HEIGHTS

# How to Complete and Submit Your Utility Application

Complete each step before sending or bringing your documents to Utility Billing.

1

## Complete the utility application

Fill in all applicable fields. Review names, contact information, service address, and billing address for accuracy.

2

## Print the required documents

Print the completed utility application and the separate Service Agreement. Complete the Service Agreement by hand after printing.

3

## Sign and date both documents

The applicant and co-applicant, if applicable, must sign and date the printed utility application. Complete, sign, and date the separate Service Agreement in its designated areas.

4

## Provide proof of ownership or rental

Include documentation showing that you own or rent the service property. Ownership documentation may include a deed, closing document, or other acceptable proof of ownership. For renters, a current rental agreement is the only accepted proof of rental. The name and service address must match the utility application.

5

## Attach identification

Include a clear copy of a valid driver's license for each applicant listed on the utility application.

6

## Prepare all required documents

If submitting by email, scan the signed utility application, completed and signed Service Agreement, identification copies, and proof of ownership or rental in a clear, readable format. Confirm that no page is cut off, blurred, or upside down.

7

## Submit by email or in person

Email all required documents to [utbilling@glennheightstx.gov](mailto:utbilling@glennheightstx.gov). If you are unable to scan the documents, bring the completed application and supporting documents in person to Utility Billing. Keep the original signed documents for your records.

### SUBMISSION OPTIONS

**Email:** [utbilling@glennheightstx.gov](mailto:utbilling@glennheightstx.gov)

**In person:** Utility Billing, 1938 S. Hampton Rd., Bldg. C, Glenn Heights, Texas 75154

Include the application, Service Agreement, identification, and proof of ownership or rental.

Questions? Contact City of Glenn Heights Utility Billing at 972-223-1690.

Submit personal information only to Utility Billing using one of the official options shown above.



CITY OF GLENN HEIGHTS

## Residential Application for Water Utilities

1938 S. Hampton Rd., Bldg. C | Glenn Heights, Texas 75154

972-223-1690

APPLICATION DATE \*

### APPLICANT INFORMATION

APPLICANT NAME \*

SPOUSE / CO-APPLICANT NAME

DRIVER'S LICENSE \*

SPOUSE DRIVER'S LICENSE

DATE OF BIRTH \*

SPOUSE DATE OF BIRTH

### CONTACT INFORMATION

PHONE \*

WORK PHONE

CELL PHONE

EMAIL ADDRESS

SPOUSE'S EMAIL

### SERVICE INFORMATION

SERVICE ADDRESS \*

BILLING ADDRESS, IF DIFFERENT

SEPTIC SYSTEM AT THIS ADDRESS?

☐

YES

☐

NO

PREVIOUS GLENN HEIGHTS CUSTOMER?

☐

YES

☐

NO

IF YES, PREVIOUS SERVICE ADDRESS

### TERMS AND ACKNOWLEDGMENT

Bills not paid in full by the due date are charged a late fee of 10% or \$5.00, whichever is greater, of the total current charges. Accounts not paid in full within 20 days after the due date will be disconnected and assessed a reconnect fee of \$35.00.

APPLICANT SIGNATURE \*

DATE \*

SPOUSE / CO-APPLICANT SIGNATURE

DATE

#### PUBLIC INFORMATION AND CONFIDENTIALITY

Under the Open Records Act, this information is public record and must be released unless the customer has requested confidentiality of the information in writing. "Personal Information" as defined by the state means an individual's address, telephone number, or social security number. You have the right to request or rescind confidentiality of your personal information contained in our records. Please indicate your choice below.

☐

I request confidentiality of my personal information.

☐

I waive confidentiality of my personal information.

**REQUIRED: Include a copy of a valid driver's license with each application.**

**REQUIRED: Include proof of ownership or rental. Renters must provide a current rental agreement.**

### FOR OFFICE USE ONLY

DATE

CONNECT DATE

ACCOUNT NUMBER

Fields marked \* are required.