



Utility Billing Department
Ph. 469-429-4763
utilitybilling@cityofsachse.com

Account Update Request Form

To ensure no unauthorized changes to your City of Sachse Utility Account occur, please complete the below form, provide a copy of an acceptable verification of identity, and then return both documents to the Utility Billing Department at the address listed below either in person or by email.

Please check the below option(s) that pertain to your request:

- ☐ Cancel Service or Receive Final Account Statement(Moving)*
- ☐ Change Mailing Address*
- ☐ Change Phone Number*
- ☐ Change Email Address*
- ☐ Add Secondary Name or Authorized User to Account*
- ☐ Remove Secondary Name or Authorized User to Account*

Date to Process: _____

Please note disconnection/cancel requests require ONE business day notice prior to the desired cancel/disconnection date. Account change/disconnection/cancel requests will NOT be processed on weekends or holidays observed by the City of Sachse.

* Account changes require verification of identity. Acceptable forms used for identity verification are: state issued driver's license, state issued identification card, or passport.

Current Account Information:

Account Number: _____ First/Last Name: _____

Service Address: _____

Phone Number: _____ Email Address: _____

Updated Account Information:

*If moving, please fill out forwarding address.

Please only fill out the information below needing to be updated.

Account Number: _____ First/Last Name: _____

Secondary/Authorized User First/Last Name: _____

*Forwarding/Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Email Address: _____

Final Bill: _____ Mailed _____ Emailed _____ Both

Please note, if no selection is made, final bill will be issued in the current account's statement delivery option.

Comments:

Signature of Applicant(s): _____ Date: _____

3815 Sachse Rd, Bldg. B, Sachse, Texas 75048