



City of Dallas Revised Utility Policies and Procedures Effective July 1, 2024

Customers who need to establish or to reactivate utility service need to complete an application.

In order to establish service at a new address or under a new name, the account holder must complete a new application and pay the applicable service charges and deposits.

To apply for service, each applicant is required to complete and sign an application provided by the city. In addition to a completed application, a government issued photo ID must be presented for all account holders. If you would like to have a joint account holder that person must complete the same process. A nonrefundable service charge of \$26.00 and a deposit are required to establish a new account. The service charge of \$26.00 is required on all accounts regardless if the water is on or off or if the account has been previously in the customer's name.

Deposits - A refundable deposit of \$130.00 (no checks) for water and sewer will be collected upon the start of new service for both a homeowner and a renter. For homeowners, the deposit will be applied to the customer's account balance after one year of payments with no late fees or upon close of service. Renter deposits will be applied to their final bill. At the time the account is closed if any deposit remains after it is applied to the final bill the remaining deposit will be refunded to the customer.

The deposit may be waived for homeowners and owners with multiple properties who have established good credit (18-months of on time payments) with the City and property management and real estate companies establishing service.

Late Fee - A utility bill is considered late if not paid by the due date. A **late fee of \$11.00** will be applied to an utility account on the eighth (8) business day after the due date if not paid in full. The due date is noted on the bill.

Disconnect Policy - Accounts delinquent after 30 days will be subject to disconnection without further notice. In the event the customer has not paid **prior** to the disconnect date and is placed on the disconnect list, full payment of the utility bill, including additional service fees, will be required before service can be restored. No checks or online payments accepted on accounts disconnected for non-payment.

Collection Fee - A collection fee of \$26.00 will be added to any account sent to collections.