

## PROPERTY MANAGEMENT INFORMATION

### (OWNER/AUTO CHANGE INFORMATION)

#### **To Our New Customer...**

The City of Boerne Utilities welcomes you as a new and valued member in our municipally owned and operated service network.

We would like to take this opportunity to introduce you to the service management options available to you. These options provide a convenient, effective, no hassle alternative for the property owner, property manager, or leasing agent of multiple-unit commercial or residential properties.

#### “Automatic Change” Option

When the current tenant/account holder requests termination of service(s), the meter(s) will be read on termination date and service(s) automatically transferred back to the owner or authorized agent.

#### “Will Call” Option

Prior to the tenant’s requested cutoff, the owner or agent may call our Customer Service office to have service(s) transferred back to his/her name. Otherwise, service will be physically disconnected.

#### Benefits:

- No interruption of service
- Reduced transfer fee of \$17.00 per service location
- No need to re-apply for service(s) each time a tenant vacates

#### Requirements:

- Preliminary one-time application for auto-change option
- Presentation of applicant’s driver’s license
- Deposit equaling one-twelfth of an annual average bill at service location

We will be happy to mail, email, or fax an application form to you, or you may download it from our website, [www.ci.boerne.tx.us](http://www.ci.boerne.tx.us). Please contact our office if you have any questions about these options.