

Items required to activate a New Account

New accounts are accepted:

MONDAY THRU FRIDAY FROM 8:30AM TO 4:00PM BY APPOINTMENT ONLY

APLICACIONES PARA CUENTAS NUEVAS SON ACEPTADAS DE LUNES A VIERNES DE 8:30 TO 4:00PM. Solamente por citas.

New Property owner(s) must:

Please read form in its entirety.

- _____ Provide a Copy of warranty deed or deed of trust
(must be signed/notarized / recorded)

- _____ If the deed is under a COMPANY NAME a “Certificate of Filing” is required and One (1) of the following documents **MUST BE** presented:
Limited Partnership agreement or Articles or Certificate of Resolutions

- _____ Certificate of compliance from County / City (whichever applies)
County Phone numbers: Hidalgo – (956) 318-2840 Mission (956) 205-7045
City Phone numbers: *Alton -(956) 432-0760 *Edinburg - (956) 388-8202
*McAllen- (956) 681-1250 *Mission- (956) 580-8672 *Palmhurst- (956) 583-8697

- _____ Building permit from City / County

- _____ Must provide 911 address to property

- _____ Water Meter Sizing form – attached (*please call office if you need assistance in filling out*)

- _____ Provide a valid Picture ID
Acceptable ID’s (identificaciones aceptables):
 - Driver’s license
 - State ID
 - Passport
 - Permanent Resident Card
 - Employment authorization card
 - Concealed Handgun License
 - MATRICULA CONSULAR
 - USA VISA BORDER CROSSING CARD (*REQUIERE OTRA IDENTIFICACION CON FIRMA*)
 - TARJETA DE ELECTOR (*PARA PROCESAR TRASPASO SOLAMENTE NO SE ACEPTA PARA NOTARIZAR*)

PLEASE NOTE: A 20’ right of way easement will need to be signed and notarized if required, this will be prepared in the office. (not necessary if you live inside a subdivision).

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Once all items above are satisfied, please call our office to (956) 585-6081 and speak to our new accounts department. You will be required to mail or email all the documents for verification. After we verify all information, we will call you back and let you know the fees required and set up the appointment. Please note it may take up to two weeks for an appointment.

- All persons named on deed must be present to sign.
- All originals must be brought in on day of scheduled appointment.
- Due to Covid-19 – No children are currently allowed in the Lobby
- Please be on time for your appointment
- New meter installations will take 4 to 6 weeks
- We are located at 321 S. Shary Blvd., Alton Texas. (We are about 700 feet South from the corner of Mile 5 and Shary. If you need directions call 956.585.6081 prior to appointment.
- When emailing documents, enter your name and account number (if applicable) on the subject line.
- PLEASE NOTE: THE NAME(S) ON ALL REQUIRED ITEMS MUST COINCIDE.

Una vez que todos los documentos estén satisfechos, llame a nuestra oficina al (956) 585-6081 y hable con nuestro departamento de cuentas nuevas. Se le pedirá que envíe por correo o correo electrónico todos los documentos para verificación. Una vez que verifiquemos toda la información, le llamaremos para informarle de las tarifas y establecer una cita. Tenga en cuenta que puede tomar hasta dos semanas para una cita

- Todas las personas nombradas en las escrituras deben estar presentes para firmar.
- Todos los documentos originales deben ser traídos el día de la cita.
- Debido a Covid-19 – No se permiten niños en la oficina
- Por favor, llegue a tiempo para su cita
- Estamos localizados en 321 S. Shary Blvd., Alton Texas. (Estamos a unos 700 pies al sur de la esquina de la milla 5 y Shary. Si necesita indicaciones, favor de llamar al 956.585.6081 antes de la cita.
- Cuando envíe documentos por correo electrónico, introduzca su nombre y número de cuenta (si corresponde) en la línea de asunto.
- TENGA EN CUENTA: LOS NOMBRES DE TODOS LOS DOCUMENTOS DEBEN COINCIDIR.