



## UTILITY BILLING



We would like to welcome you to the City of Crowley. We have listed our policies and procedures so we can serve you better. If you have any questions, feel free to call or visit our offices where our representatives will be happy to assist you. All forms are available in the Utility Billing department or on the City's website at [www.ci.crowley.tx.us](http://www.ci.crowley.tx.us)

## Water, Sewer & Refuse Utility Service

### **New service**

A new customer is required to fill out an application in order to start utility service. A photo ID, \$90 security deposit and a \$10 processing fee must be paid to begin service. A 24-hour notice is required to start service (weekends not included). Water will be turned on from 8 a.m.-12 p.m. or from 1 p.m.-5 p.m. Monday through Friday (holidays excluded). It is best if the customer is at the residence or business in case the meter is turning. If no one is available and the meter is turning the water will be turned off.

### **Transferring from one address to another in Crowley city limits**

The customer must fill out a transfer request form and turn it in to the Utility Billing Department. A \$10 transfer fee will be billed to the customer. The final bill from the old account as well as the deposit will be transferred from the old account to the new account. The customer must give a date to turn the water off at the old address and a date to turn the water on at the new address. A zero balance is required to transfer service.

### **Moving out of the city**

The customer must fill out a final request form. It is important to provide the date service is to be discontinued and a forwarding address in order to receive a final bill or deposit refund. The person on the account must be the one to request the account closure.

### **Utility deposit**

The deposit is held on the account until the account is closed out. The deposit is then applied to the balance on the account. Any money left over is sent to the forwarding address provided. Additional deposits may be required when more than one disconnect for non-payment occurs.

### **Billing dates**

Bills go out twice a month. The City is divided in two zones. The zone the resident is in determines the billing date.

#### **Zone 1**

**Bill date:** 15th of each month

**Due date:** On or before the 30th of each month

**Penalty date:** is applied the following business day, after the due date on both zones

#### **Zone 2**

**Bill date:** 30th of each month

**Due date:** On or before the 15th of each month

### **Penalty**

A 10 percent penalty will be assessed to the account if not paid by the due date. It is subject to cut off 10 days from penalty date.