



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

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, a copy of a lease agreement or closing document, a \$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 along with a copy of a lease agreement or closing document for the address that they are moving to. 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. We require at least one business day's notice to cancel service. 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.

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How to pay your bill

Bills must be paid by mail, draft, in person, by website www.ci.crowley.tx.us, or night drop located in the City Hall parking lot or via phone by dialing 1-855-854-1277.

- **Bank Draft/ACH/Credit Card Drafts** - To draft your bank account to automatically pay your water bill, you may come to City Hall to fill out the Draft request or you may print it off the website. The request must be turned in to Utility Billing along with a voided check. Your account would be drafted approximately one week prior to your due date. A zero balance is required to set up draft on account.
- **Mail** - Use the return envelope included in your water bill. Please send only check or money order in mail payments. Make sure to note your account number of your payment and do not staple or paperclip.
- **Paying in Person** - If you wish, you may come to Crowley City Hall at 201 E Main to pay your water bill. The regular business hours are Monday-Friday, 8 a.m.-5 p.m., excluding holidays. You may pay with cash, check, money order, cashiers check or Visa or MasterCard.
- **Night Drop** - Payments are collected each morning from the night drop at 8 a.m. These payments are considered the previous days payment. **Please do not put cash in the night drop.** Make sure your payment is in an envelope and your name, address and account number are provided. Please do not staple or paperclip your payment
- **City Website** - You will need to set up an account to pay through our website. Once your account is set up you will need to know your account number and the amount of your last payment. If yours is a new account and this is your first payment you will use a payment of \$10. There is a \$3 charge per transaction to use this service. You may also request paperless billing, sign up for text or phone reminders, request an extension and submit service requests through your secure login via the city website.
- **Online Bill Pay through your bank** - If you pay your bills online through your bank please be aware that not all banks are electronically set up to transfer funds. This means that your bank may cut a paper check and mail it to us, so please make sure you allow plenty of time for the check to get here by the due date.
- **Payment via Telephone** — You may pay by telephone by dialing 1-855-584-1277. You will need to know your account number and address to make a telephone payment. There is a \$3 charge per transaction.

Extensions

The City of Crowley allows three extensions per customer, per calendar year. If you find that you cannot pay by your cut off date then you may come in and sign an extension or request an extension online before the cut-off date through your secure login via the city website. This will give you an additional 10 days to pay. Extensions must be signed by the person on the account. There are no arrangements made over the phone.

Returned insufficient funds checks

There will be a \$30 handling fee for all returned items. If this happens, both the bill and the fee must be paid in cash or credit card.

Rates: A full description of rates/charges is available on the city's website.

Minimum bill for water, sewer and refuse is approximately \$50.29

Average bill for water, sewer and refuse (no watering yard) is \$80-\$90 (5,000-7,000 gallons)

Maximum sewer charge: \$57.99

Charges on your water bill

Water meters are read each month at approximately the same time of the month. You are then billed for the usage from the past month. We do not estimate bills. The sewer charge is based on the amount of water used, up to the maximum of 12,000 gallons. The refuse is a set monthly charge per residence.

Refuse pick-up

Each residence receives two trash pick-ups per week. The days are determined by what area of the city you live in. Recycling is included and picked up on Wednesdays. Recycling bins are at City Hall if you need to pick one up.

Bulk meters

Customers needing bulk/construction meters need to fill out an application at the Utility Billing Department and put up a \$1,500 deposit.