

# Billing

## Due Dates & Late Fees

Please mark your due dates on your calendar.

- Utility bills are due upon receipt and considered delinquent if not paid on or before the due date.
- A 10 percent penalty will be assessed on the next business day following the due date.
- Late notices will be mailed after the penalty has been applied, and water will be shut-off 10 days after the original due date.

Billing dates and due dates can not be changed. These are set by the location of residences.

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## Not Receiving a Bill

If you have not received a utility bill after five days of billing, please call Utility Billing at 817-297-2201, ext. 1010 or Ext. 1020

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## Zone 1

- **Billing date** - 15th of the month
- **Due date** - 30th of the month
- **Read dates** - 1st - 30th of the previous month

## Zone 2

**Billing date** - 30th of the month

**Due date** - 15th of the month

**Read dates** - 15th - 15th of the previous month

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## Extensions

The City of Crowley allows up to 3 extensions per year.

There are 2 ways to request an extension.

1. You may come in to our office and request an extension. (Only customers listed on the account may apply for the extension, must have I.D. to verify)
2. You can login to your secured account online and request one.
  - When requesting an extension online make sure that you select "Service requests" and then under service select choose "Extension"
  - Do not select to schedule a payment as this will not prevent you from being cut off if the date is after the scheduled cut off day.