Utility Billing Misc. Information

Payment Options are to pay in person, by mail, or by making a payment through nCourt (either online or by telephone--subject to additional fee per transaction).

Our Utility Billing Office is located inside City Hall at 3805 Adam Grubb.

You can reach this office at (817)255-7900.

Office hours Monday-Friday, 8:00AM-5:00PM.

After Hours Payments

There is a night drop located on the wall to the left just inside the first set of doors into City Hall that is available 24/7. You may drop your payment in the night drop at any time. Please do not put cash in the night drop. If the 15th of the month falls on a day when City Hall is closed, all payments in the night drop before 8:00 AM on the next business day are considered to be paid on time.

Returned Checks

Checks returned not paid for any reason cannot be re-deposited. If we receive a check back, you will receive notification by a door hanger advising you of your returned check. The notice will tell you how much you need to pay to clear the returned check, including a returned check fee regardless of the reason returned to our office. (Refer to §3.506 of the Texas Business and Commerce Code.) Payment for returned checks must be made in cash, cashiers check or money order. If returned checks are not cleared by the date indicated on your notification, your water service will be subject to interruption.

Disconnects for Non-Payment

If your account has not been paid by the date on the Courtesy Notice and you have been placed on the Disconnect List (regardless of if your water service has been disconnected), a $30.00 disconnect list fee will be added to your account. Water service cannot be restored until all past due amounts and the disconnection list fee have been paid in full. If you request that your service be restored after 4 p.m. and before close of business at 6p.m., an additional $50.00 after hours reconnect fee will be due along with any past due amounts and the disconnection list fee.