



Utility Water Department
803 East Main Street
Gatesville Texas 76528

254-865-8951 ext. 101 or 103

water@gatesvilletx.com

Office hours:

Monday - Friday 8am-5pm

Emergency After Hours:

254-865-2226

NEW ACCOUNT REQUEST:

- New customers are required to complete the New Account Request Form.
- Deposit Fees: \$50.00 for Water, \$50.00 for Sewer, \$50.00 for Garbage, totaling up to \$150.00 depending on the location.
- The first option to waive the deposit is by providing a 12-month letter of credit from a previous utility provider, showing no late penalties or service interruptions.
- The second option to waive the deposit involves submitting a Draft Authorization along with a voided check for a continuous period of 12 months without interruption. (Refer to the notes below for information on return drafts.)
- Property owners can request 10-Day Temporary water service without a deposit, and they will be billed a minimum water fees, consumption, and turn-on fee.
- The turn-on fee of \$22.00 is non-refundable and can be paid at the time of the service request or on the first bill.
- Please provide a copy of the Lease or Purchase agreement. This document must display the names of occupants/owners and the address. Additionally, include a copy of the customer's driver's license.
- Ensure that you provide your customer contact phone number and email address.
- We also require information about your employer's name & phone number for our records.
- Customers who have paid a deposit will receive an incentive to encourage timely payments. After maintaining a clean payment record for 12 consecutive months, with no late penalties or service interruptions, we will conduct a thorough review of their payment history. In recognition of their responsible payment behavior, these customers will become eligible for a credit refund of their initial deposit.
- Return check or draft policy: If a draft is returned by the bank within this 12-month period, the service will be disconnected, and the customer will be responsible for the following:
 - Paying the returned draft amount.
 - A return draft fee of \$25.00.
 - A turn-on fee of \$22.00.
 - A \$50.00 deposit for the specific service location, totaling up to \$150.00 as a deposit.

- Requests a connection or disconnection made before 4:00 pm will be completed same day. Any requests made after 4:00 pm will be processed on the next business day.
- Account owners can request connections or disconnections within a two-week time frame.

BILLING AND PAYMENTS:

- Utility bills are sent via USPS and email 3-5 business days before the end of the month, with a date of the 1st of the following month.
- The billing period covers the 10th of one month to the 10th of the next month.
- Drafts are submitted to the bank two business days before the 10th of the month, to be processed on the 10th or the next business day if the 10th falls on a weekend or holiday.
- All bills must be paid by the 15th of each month. As a courtesy, the City of Gatesville will extend to the next business day if the 15th falls on a weekend or holiday.
- Late penalties will be applied to accounts with overdue bills at 5:00 pm on the 15th. If the 15th falls on a weekend or holiday, the City of Gatesville will extend to the deadline to the next business day at 5:00 pm.
- Please note late penalties cannot be waived.
- Late notices will be mailed from a third-party source 1-3 business days after the 15th.
- Customers who do not make payments by 7:00 am on the first business day of the following month are subject to service disconnection and will incur a \$35.00 administrative fee.
- The administrative fee can be paid at the time of payment or with the current month's bill.
- During the cutoff process, payments can be made online or through the automated system, which will generate an email to the meter technician. Payments for reinstatement on the cutoff day may be made in person, and turn-on requests will be hand-delivered to the meter technician by 4pm.
- Payment options for utility bills include various convenient methods such as online payments, the automated phone system, in-office transactions, drive-thru services, drop-box facilities, auto-draft, and regular mail. Please note Utility Clerks have the responsibility to handle deposit payments and final bill payments exclusively over the phone.

- Please be aware that we are unable to provide adjustments for water loss resulting from leaks. However, we are more than willing to assist you in establishing suitable payment arrangements. The arrangement form must be signed by the account owner.
- Payment arrangements must be made in advance of any disconnection due to non-payment and are eligible for one extension per year.

GARBAGE:

- For residential properties within the city limits, garbage and recycling services are provided by Waste Management. Please refer to the brochures for more information.
- Commercial customers have the option of hand-pick-up garbage collection, while dumpsters must be requested through Waste Management.
- Bulk item pickups in your specific zone on Tuesdays. Please consult the brochure for details.
- To schedule the pickup of hazardous items, please contact 1-800-449-7587 or visit WMATYOURDOOR.COM

Quick QR Codes & Links:

www.gatesvilletx.com



<https://www.municipalonlinepayments.com/gatesvilletx>



Code Red Emergency Notification System

