



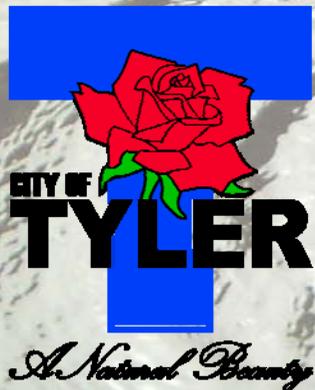
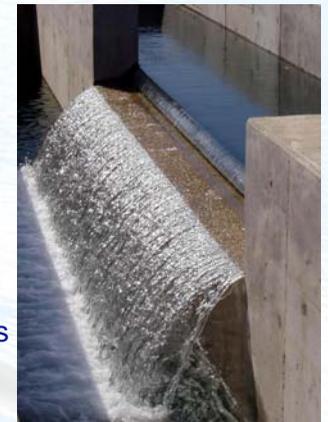
Welcome to Tyler Water Utilities

Tyler Water Utilities Business Office

Welcome! The City of Tyler Water Utilities Department appreciates the opportunity to provide service to you.

The City of Tyler is unique in that due to careful planning, Tyler has the infrastructure in place to meet water demands for all of Smith County for the next 75 years.

City of Tyler drinking water comes from Lake Tyler, Lake Tyler East, Lake Palestine and 12 deep water wells. Water obtained from Lake Tyler and Lake Tyler East is processed at the Golden Road Treatment Plant located on Golden Road and water from Lake Palestine is processed at the Lake Palestine Water Treatment Plant located on County Road 192.



New Service

To establish new service, customers must show proof of identity and residency by coming to the Water Business Office, located at 511 W. Locust. The following items are needed to establish service:

- Photo identification;
- Social security card; and,
- Proof of address (lease or other document).

If you are not able to provide one of these documents, please call the Water Business Office at (903) 531-1230.

Billing

The City of Tyler has four geographical billing cycles. Water meters are read monthly and the water consumption that is recorded will be entered into our billing system.

Having your payment posted by the due date ensures that you will not show a previous balance on your next bill. Failure to pay previous balances can result in disconnection of services. Your service may be disrupted even if you do not receive a past due notice.

Contact Us

If you have questions, please call the Water Business Office at (903) 531-1230. For after-hours water emergencies, please call (903) 597-6541 **(Please do not call this number for normal business office inquiries).**

Tyler Water Utilities
Water Business Office
P.O. Box 2039
Tyler, Texas 75710

Phone: (903) 531-1230
Fax: (903) 531-1240
www.cityoftyler.org



Paying your bill

You may pay your monthly payments in the following ways:

✓ Mail

You may mail a check to P.O. Box 336, Tyler, TX 75710.

✓ Drop Box

You may use one of our conveniently located night drop boxes. There is a drop box located in the Brookshire's Grocery Company parking lot, at the corner of South Broadway and Rice Road, and a second drop box in front of our building at 511 W. Locust.

✓ Drive Through

You may pay in person at our drive through from 7:30 a.m. to 6 p.m.

✓ Lobby

You may pay in person in the Water Business Office lobby, located at 511 W. Locust, from 8 a.m. to 5 p.m. Monday through Friday.

✓ Online

You may pay online with a credit card at the City of Tyler website, www.CityofTyler.org.

✓ Local Businesses

You may pay at many local businesses. The website lists locations throughout the City that accept payments for City of Tyler utility bills.

✓ Automatic Bank Draft

You may enroll in the automatic bank draft service, at no additional cost, and will still receive a statement showing the current monthly charges. Please call (903) 531-1230 for more information on this service.

✓ Phone

You may pay your water bill 24-hours a day by calling (903) 531-1230.

MISCELLANEOUS FEES AND CHARGES			
After hours turn on/off fee	\$50	Returned check fee	\$35
Delinquent fee	\$50	Meter testing fee	\$50
Connection fee*	\$50	Plugging of service main	\$250
Recheck fee**	\$25	Removal of illegal jumper	\$100
Meter removal, meter locked, meter reinstalled			\$100

Fees are subject to change.

**Charged when services are moved to a new address.*

***First customer requested recheck is free; a fee is assessed for any additional calls to the same location for the same issue in a 12-month period.*

Frequently asked questions

Q. How do I get information about my account?

A. You can call (903) 531-1230 or come into the office to ask questions or get information about your account.

Q. Why can't I have the same due date each month?

A. The due date is determined by the billing date. Each current bill is due 17 business days from the bill date of the statement .

Q. When I pay my bill with online checking, does my payment get to you the next day?

A. No. The payment will be printed and mailed to the Water Business Office by your bank. It will take approximately seven to 10 business days to be processed from the time it is submitted.

Q. If I am out of town, why do I still get a charge for water and solid waste?

A. Each active customer is automatically billed a monthly minimum charge for consumption. The minimum range is from zero to 2,000 gallons of water and sewer. Per City ordinance, Solid Waste fees are charged monthly.

Q. How soon can my water get connected?

A. We can provide you next business day service as long as you come in by 5 p.m. the previous business day to connect new service or call for a transfer of service.

Q. What should I do if I get behind in paying my bill?

A. If you have received a billing that has a past due balance, it would be advisable to contact the Water Business Office, especially if a disconnect notice has been received. We can offer extensions to our customers if their payment history meets certain criteria. For more information on our delinquent policy and procedures, please call (903) 531-1230.

Q. How do I request emergency services?

A. To request emergency water turn-off or to report a water meter leak, water main break, fire hydrant leak, clogged or overflowing sewer main, please call (903) 531-1290 between the hours of 8 a.m. and 5 p.m. Monday through Friday. If you need to request emergency services after hours or over the weekend, you can do so by calling (903) 597-6541.

