Delinquent Bills
A customer who has not made a payment before a new bill is generated will receive a bill marked as “ACCOUNT OVERDUE!” This past due bill indicates the date your services will be locked off if a payment or payment arrangements are not made by this date.

Some customers may receive a “Notice of Disconnection for Non-payment” letter if a payment was not made by the due date. If you receive this letter, you have 10 days after the original due date to make a payment. If a payment or payment arrangement is not made by the date noted in the notice, your services will be disconnected.

Disconnected for Nonpayment
In order to avoid being placed on the disconnect for nonpayment list, the customer must contact the Water Billing Office prior to the service being disconnected and make arrangements to pay the delinquent charges. IMPORTANT – Do not pay online if you are making a payment AFTER the “LOCK OFF DATE” on a delinquent bill. The Water Billing Office does not receive the payment file until the following business day nor do we receive notice that a payment has been made. You must call the office to avoid disconnection since lock-off notices (tags) are printed the first business day after the “LOCK OFF DATE” which is usually a Wednesday.

Payment Extensions
If you are unable to pay your bill on time due to a financial hardship, a payment extension can be arranged. This extension is made by written agreement only and must be made before the lock-off date. You can download the form from our website or contact the office to have it emailed or faxed to you. A $5.00 fee plus 25% of the past due amount must be paid for the extension to be valid.

Authorization to Make Changes on an Account
If you wish to transfer services, change a mailing address, change the name or add someone to an account, you must fill out a form. It is available in our office or you may download it on our website.

Disputed Charges
If you do not agree with your bill, you may register a dispute with our office. A payment equal to the customer’s average monthly bill must be paid while the dispute is being resolved.

Delay of Payment Due Date
Residential customers 60 and older and those within certain income limits, may delay the due date, without penalty, of their water bill until the 25th day after the date on which the bill is mailed instead of the regular 15 days. If the bill is not paid by the extended due date, the amount of the bill will be increased by ten (10) per cent.

Senior Discount Program
If you are 65 or older, you qualify for reduced rates for City water, sewer and garbage services. Reduced rates are available only for primary residences.

Leak Adjustment
While the customer is ultimately responsible for any leaks that occur past the meter, the City may consider an adjustment of your bill for water use related to leaks. This is offered as a COURTESY by the City in order to allow you time to correct the leak; it is not an open-ended commitment to adjust your water bill in place of repairing the leak.

Pool (Sewer Credit)
If you have a pool, you may be eligible to receive a credit on the sewer portion of your bill. This credit is provided as a COURTESY and will be determined if the consumption warrants such credit. A “Pool Credit” form must be filled out.

Deferred Payment Plan
There may be a time when circumstances result in your inability to pay your bill. Contact the office to enroll in our Deferred Payment Plan which enables you to establish monthly payments of up to six months. A payment plan requires a $20 administrative fee to be processed.

Sewer Services
Sewer service fees are included on your monthly water bill. Problems should be reported to the Pasadena Action Line at (713) 475-5555.

Garbage Services
Garbage service fees are also included on your monthly water bill. Contact Sanitation if you require more information at (713) 475-7884.

Handy Water Conservation Tips
- Use a water-efficient showerhead. They are inexpensive and easy to install;
- Wash only full loads with both a clothes washer and a dishwasher;
- Add a few drops of food coloring or a dye tablet to the water in the tank, but do not flush the toilet. If the coloring appears in the bowl within a few minutes, the toilet has a leak that needs to be repaired;
- When brushing your teeth or washing your hands, shut off the water until it is time to rinse;
- Keep a container of water in the refrigerator, it will be refreshingly cool and won’t waste water.
This booklet is designed to provide helpful information for utility (water, sewer and/or garbage) customers of the City of Pasadena Water Billing Office. Following are some important phone numbers: (a) Water Billing Office – (713) 475-5566 and (b) Report Water Line Breaks or Sewer issues – (713) 475-5555.

**Office Location:** 1202 Southmore Avenue, Pasadena, TX 77501

**Mailing Address:** P.O. Box 1337, Pasadena, TX 77501

**Office Hours:** 8:30 am to 5:00 pm (Monday – Friday)

**Drive-Thru/Telephone Hours:** 7:30 to 5:00 (Monday – Friday)

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### Schedule of Rates - Rates are per 1,000 gallons.

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<thead>
<tr>
<th>Water Usage Blocks</th>
<th>Residential Water</th>
<th>Residential Sewer</th>
<th>Multi-family/Apartments Water</th>
<th>Multi-family/Apartments Sewer</th>
<th>Sewer</th>
<th>Commercial Rates</th>
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<td>3.25</td>
<td>over 9.0</td>
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<td>over 30.0</td>
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### Feasibility Charges – The following are some of the more common charges related to your utility bill:

1. Connect Fee - $30
2. Deposit - Residential (Owner) - $125
3. Deposit - Residential (Renter) - $150
4. Deposit – Commercial/Multi-Family - To Be Determined
5. Swimming Pool Deposit - $25
6. Irrigation (Sprinkler) Deposit (Variies) - $50 to $500
7. Garbage Only Deposit - $35
8. Customer Service Inspection/required by TCEQ - $25
9. Missed Appointment – If a designated representative is not present: water will be turned off and service will not be restored until inspection is done
10. Re-inspection (if property fails initial inspection; water will be turned off) - $50
11. Transfer Fee - $30
12. Delinquent Service Charge - if your address is on the disconnect for non-payment list: this charge will be assessed even if water service has not been terminated - $35
13. After-Hour Fee: $25 This is in addition to the Delinquent Service charge of $35 for a total of $60. The fee will be assessed if customer calls pays after 5 p.m. and wants services reinstated the same day
14. Same Day Connect/Disconnect Fee - $20
15. Payment Extension Fee - $5
16. Returned Check/ACH - $30
17. Return Trip Fee - $20
18. Tagging fee (non-delinquent items) - $20

### Customer Verification

For your protection, you will be required to provide personal information when you contact our office.

### Close an Account/Discontinue Service

City ordinance requires a written notice to disconnect service. You can download the disconnect form from our website and return by fax, email, postal mail or drop off at City Hall.

### Payment Due Dates

Please note that failure to receive a bill does not relieve the customer from the obligation to pay the amount due nor waive the penalty for failure to pay when due. Customers have fifteen (15) days from the date of the bill to pay the balance due on their account without penalty. Please be aware that payments not received by the due date are subject to a 10% late fee. Bills are due and payable monthly.

### Payment Options

For your convenience, the City of Pasadena offers a variety of payment options:

1. Online – You can pay by credit/debit card or e-check – do not pay online if you are paying after the “Lock Off Date” (a convenience fee will be charged);
2. Over the phone by calling 713.475.5566 (a convenience fee will be assessed); phone hours are 7:30 to 5:00.
3. Automatic draft from a checking or saving account;
4. In person at 1302 Southmore Ave, 8 am-5 pm; if paying by credit or debit card a processing fee will be charged (4% of the amount being paid);
5. Drive-through lane at City Hall, 7:30 am to 5:00 pm (only current bills/only checks or cash);
6. In the night drop box at City Hall after business hours, (these payments will not be processed until the following day’s business);
7. In the mail (the date payment is received, not the postmark date, is used to determine timeliness);
8. Bill Pay – this option allows customers to set up paying their bill online on their bank websites.
9. At Authorized Payment Locations (Only CURRENT bills are accepted) - Payments can be made at one of many of our authorized payment locations. Payment locations are as follows: a) HEB (Fairmont/Space Center; b) Mi Tienda; c) Fiesta (1603 Spencer Hwy); d) PLS Check Cashers (6868 Spencer Hwy, 3023 Spencer Hwy & 950 E. Pasadena Blvd); e) Mexico Lindo; f) Seller’s Bros. (2311 Strawberry Rd); g) Food Town (Richie/Harris); and h) any Fidelity Express locations (currently can only accept CASH payments).