



COVID-19 DEPARTMENT MODIFICATIONS - UPDATE

WATER BILLING

[August 10, 2020] Under orders by the State of Texas and Harris County, the Water Billing Department will **NOT** be modifying hours nor staffing levels.

- Our regular office hours are as follows:
 - Monday, Tuesday & Thursday – 7:30 AM to 5:00 PM
 - Wednesday – 7:30 AM to 6:00 PM
 - Friday – 7:30 AM to 1:00 PM
- If coming to the office to make a payment, please use the drive-through lanes (only cash or checks).
- We will stop waiving the credit/debit card processing fee when paying by phone on Friday, August 14, 2020.
- Other payment options that you can use to avoid the credit/debit processing fee are: through your bank (Bill Pay), sign up for Bank Draft through our office, mail in a payment about 4/5 days before your **Due Date**, the night deposit box in our drive through lane closest to the building, or come to the office with cash/check/money order (the processing fee is also assessed when paying in person).
- After Thursday, August 13, 2020, we will no longer be waiting 3 days to assess late charges so to avoid any additional fees, please pay by the **Due Date**.
- No more than seven (7) customers/applicants shall be allowed in the lobby at any time; please adhere to the floor signage.
- Wearing face coverings (over the nose and mouth) when in our lobby is **required**.
- If you are past due, Water Billing recommends making a payment of some amount, so that you do not have the additional stress of a big balance.
- If a customer is significantly past due (2 or more months), the customer is responsible for contacting us to set up a payment arrangement. If the office is not contacted, your services will be interrupted.
- **IMPORTANT:** Failure to receive bill does not excuse non-payment nor does it waive the late charges.

Thank you for your cooperation and understanding during this time.

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