

## Frequently Asked Questions

Q: How can I get information about my account?

A: You can call the Utilities Department, or you can come into our office to ask questions or get information about your account.

Q: When I pay my bill online or use the night drop box does my payment get posted the next business day?

A: Yes. Our online pay system is checked up to twice a day. The night drop box is checked up to 3 times a day. Payments are processed as soon as they are received.

Q: If I am out of town, why do I still get charged for water and wastewater?

A: Each customer is automatically billed a minimum monthly charge for water, which only changes if their consumption is over 2,000 gallons. Wastewater is billed each month at a set rate that does not change.

Q: How soon can my services be turned on?

A: You have the option to specify a turn on date when you fill out a Request for Utilities. If that date is specified as being immediately, the City of Jarrell strives to have your services turned on for you within 24 hours of paying your utility deposit.

If you have questions, please stop by, email or call the Utility Department at (512) 746-4593 ext 120.



## Did you know?

- ☞ The city maintains the water lines up to your water meter and maintains wastewater lines up to your property line. All leaks and/or repairs beyond those points are the homeowner's responsibility.
- ☞ Grease can play havoc with the wastewater collection system. Please do not dispose of fats, oils or grease down the sink or toilet.
- ☞ There are some medications that can pose a significant risk to the environment and to your community when not disposed of properly. Before you flush them, please check with your local pharmacist on how to dispose of any unused or expired medications.
- ☞ Water leaks can account for 10% or more of your water bill. Our water meters allow 14 gallons a minute on average to supply your home with water. Do not wait to fix them!
- ☞ Outdoor water use can account for more than 30% of your total water usage. Not having your irrigation system set correctly can raise your water consumption.
- ☞ It is estimated that 20% of all toilets leak, which can waste up to 200 gallons of water per day. Check your toilet on occasion to make sure everything is running properly.
- ☞ Water expands by 9% when it freezes. Always drip an indoor faucet and cover your outside faucets when outside temperatures are expected to reach freezing.



City Hall  
161 Town Center Blvd.  
Jarrell, TX 76537  
Phone: (512) 746-4593 ext.120

utilitybilling@cityofjarrell.com  
www.cityofjarrell.com

**Lobby Hours**  
Monday – Friday  
9:00 am to 4:00 pm \*

\* Closed from 12:00 pm to 1:00 pm

### **Helpful Numbers:**

Emergency?	call 9-1-1
Jarrell Police Dept.	(512) 746-5333
Permitting	(512) 746-4593
Library	(512) 943-8301
The Caring Place	(512) 943-0700
Clawson Disposal	(512) 746-2000
Oncor	(888) 313-6862
TXU Energy	(800) 818-6132
Bartlett Electric	(254) 527-3551

www.choosetexaspower.org



**Stay informed. Stay prepared.**  
**Register to get Emergency Warnings**  
**by text, email or phone.**

### Billing information

Each active customer is automatically billed a monthly minimum charge of \$59.00 for the first 2,000 gallons of water consumed. Any water used above that amount will be billed by consumption. Wastewater is billed monthly at a flat rate of \$35.00 per month.

All billing is mailed out at the beginning of every month and are due by the 15<sup>th</sup> of each month. A 10% late charge will be assessed on the 16<sup>th</sup> day of month for all past due amounts. Having your payment posted by the due date ensures that you will not show a previous balance on your next bill.

### Moving?

Due to our system billing one month behind, you will receive a final bill *after* your services are to end. Please stop by our office or visit our website to fill out a Request to Discontinue Services. This will ensure that your billing ends when you vacate the home and that we have a forwarding address on file so that we can send you the final bill and/or deposit.

### Paying your bill

In an effort to provide better services to our community, the City of Jarrell offers several different ways that you can make your payment:

- ★ Mail – mail in your payments to 161 Town Center Blvd, Jarrell, Tx 76537
- ★ Drop Box – our night drop box is located right outside of City Hall’s main entrance
- ★ Lobby – you may pay in person Monday-Friday from 9am to 4pm (closed 12pm - 1pm)
- ★ Online – you can pay your bill on our website ([www.cityofjarrell.com](http://www.cityofjarrell.com))
- ★ Automatic Bank Draft – you may enroll in our automatic draft service at no additional cost
- ★ Phone – you may call in your credit card payment during regular business hours



**To report a water meter leak, water main break, fire hydrant leak, clogged or over-flowing sewer main, please call the Utility Department between the hours of 9 am to 4 pm (Monday – Friday).**

**For after hours or over the weekend, please call Inframark at (281)578-4200.**



### Tips & Tricks

- ☪ Use your water meter to check for leaks! Make sure all faucets and appliances that use water are turned off. Go out to your water meter and make a note of the numbers shown. After a few minutes, check the numbers again. If they have changed, you have a leak.
- ☪ Test your toilet for leaks! Carefully remove the tank cover and add a few drops of food coloring to the tank water. After a few minutes, check the water in the toilet bowl. If you see the food coloring, you have a leak.
- ☪ Do you have a landscape irrigation leak? If your yard is brown and there is a bright green patch of grass or if there is a soggy area in your yard, that is an indication of a leak within your irrigation system.
- ☪ If you have air in your water lines, this is probably caused by a disruption in your water service. Fill a glass with water, if the water starts to clear at the bottom first, you have air in your lines. If the water clears at the top first, it is a sediment issue. To clear the air from your lines, slightly open a faucet on the cold-water side and leave it open for a few minutes or until your water comes out as it normally would.