



Utility Billing

Utility Billing is responsible for setting up new accounts and processing bills and payments. Questions about establishing new service, disconnecting service or billing should be directed to Utility Customer Service at City Hall 940.393.0200.

New Utility Service

Apply in person at Decatur City Hall between the hours of 8 AM to 3 PM Monday through Friday. Requests made after 3:00 PM may be processed the next business day (Monday-Friday only).

You must provide the following documents to activate your account:

- A Completed Utility Service Application/Agreement
- Lease or Rental Agreement (Renter/Lessee)
- Closing Documents(Purchasing/Home Owner), property tax documents, tax id's
- Driver's license or state issued ID
- Utility Deposit (Required by City Ordinance)
 - \$100.00 ¾" meter
 - \$150.00 1" meter and up

[Link to printable Application for Service/Service Agreement](#)

[Link to printable Transfer/Final Service Form](#)

[Link to printable Automatic Bank Draft](#)

Important Notes

You do not have to be present when the water is connected; however, make sure that all faucets or water-related appliances on the property are completely turned to the off position.

Our service techs will verify the meter when turning the water on. If the meter shows any sign of active consumption, they will leave the water off.

If your water was left off due to "water running inside", you will need to call Utility Billing customer service when you are able to be at the location or once you have shut off the open faucet(s). Please call: 940.393.0200.



Payment Options:

The Utility Billing Department is available for any and all customer service needs. Customers have several options when paying their utility bill.

Pay in Person:

Customers can pay at City Hall by cash, check, money order debit/credit cards. Simply bring the payment coupon from your billing statement to expedite the processing.

Drop Box:

A drive thru drop box is conveniently located on the west side of City Hall. There is a slot for payments to be deposited during and after regular business hours. No cash should be left in the drop box.

Debit/credit card payments are not processed at the drive thru location. All payments are received prior to 5:00 pm on a business day will be posted same day.

Automatic Bank Draft:

The Bank Draft Authorization Form must be completed along with a voided check and submitted to Utility Billing during normal business hours. Automatic payments are drafted on the due date each month.

Online Bill Pay:

You can pay your monthly utility bill online at <http://www.decatortx.org> at Online Payments, Pay Utilities with access 24 hours a day and 7 days a week.

Log into your account by entering your account number and password/pin (customer number) found in the upper right hand corner of your billing statement. Accessing your account online gives you the options to the following:

- Make a one-time credit/debit payment
- Set up or change automatic credit/debit card payments –Click “How to” box at the left of the page on the Online Account Login page for instructions
- Change password
- Show payment history
- Show last bill
- Show consumption history
- Correspond with the Utility Billing Office

Pay by Mail:

Use the return envelope included with your bill when mailing payment and enclose the return portion of your statement to insure proper handling. Do not send cash by mail.

Mail to: City of Decatur P O Box 1299 Decatur, TX 76234

Returned Checks:

Checks returned not paid for any reason cannot be re-deposited. If a check is returned to the City for non-payment, a notification (door hanger) will be posted at the address advising the account holder of the returned check. The notice includes how much needs to be paid to clear the returned check, including the returned check fee and the date when water service may be interrupted if the check is not cleared. Payment for returned checks must be made in cash, cashier's check or money order.

Disconnects for Non-Payment:

Accounts that are past due are subject to interruption of service if not paid within 30 days of the due date. A \$10.00 disconnect list fee and 75.00 reconnect fee will be added to your account. Water service cannot be restored until all amounts due on the account have been paid in full.

All delinquent accounts will be sent to McCreary, Veselka, Bragg & Allen P.C. Attorneys at Law.

Other Services Provided:

Trash Pick-up Schedule:

North Side of Decatur: Tuesday and Friday

South Side of Decatur: Monday and Thursday

Residential locations are provided with one green polycart.

Recycling:

Collection Day: Wednesday

Blue Recycle bins are provided by the City.

Household trash and recycling bins are mechanically loaded onto the service truck. Bags not in the container are not able to be picked up mechanically and will remain at the location until loaded into the poly carts for pick up.

Residential Yard Waste:

Residential yard waste disposal (bagged leaves/limb cuttings) is provided as a part of the city services for residential customers only.

It is picked up on request by contacting Utility Billing at 940.393.0200 or by entering

<https://decatur.mobile311.com> into your web browser or visiting www.decaturtx.org at

Mobile311 Citizen Request.