



## UTILITY BILLING POLICIES & PROCEDURES

### **Water Rate Schedule**

**Base:** \$14.00 monthly  
\$2.40/1,000 gallons for consumption up to 14,000 gallons  
\$2.60/1,000 gallons for consumption 15,000-99,000 gallons  
\$2.65/1,000 gallons for consumption 100,000 gallons and over

Sprinkler meters (residential):

**Base:** \$5.00 monthly  
\$2.40/1,000 gallons for consumption up to 14,000 gallons  
\$2.60/1,000 gallons for consumption 15,000-99,000 gallons  
\$2.65/1,000 gallons for consumption 100,000 gallons and over

Sprinkler meters (commercial):

**Base:** \$14.00 monthly  
\$2.40/1,000 gallons for consumption up to 14,000 gallons  
\$2.60/1,000 gallons for consumption 15,000-99,000 gallons  
\$2.65/1,000 gallons for consumption 100,000 gallons and over

### **Sewer Rate Schedule**

**Base:** \$14.00 monthly  
\$2.50/1,000 gallons for consumption up to 14,000 gallons  
\$2.70/1,000 gallons for consumption 15,000-99,000 gallons  
\$2.75/1,000 gallons for consumption 99,000 gallons and over

### **Code of Ordinances**

For more detailed information, please refer to the City of Nassau Bay Code of Ordinances located online at [www.municode.com](http://www.municode.com)

### **Billing Cycle**

Monthly bills will be provided on or around the 1st day of the month and all water and sewer accounts are due on or before the 17th day of the billing month. There will be a ten (10) percent penalty assessed to any account making payment after the 17th day of the billing month. Services will be discontinued for non-payment on the 30th day of the billing month. Accounts lapsing into unpaid status on the 30th day of the month will be assessed a twenty-five dollar (\$25.00) shut-off notice administrative fee.

### **Policies and Procedures**

Deposits are applied to final bills for inactive accounts. All credits will be refunded to the customer.

Deposits are not applied to outstanding balances for active accounts.

Penalties will not be waived for failure to receive your bill. If you experience problems receiving your bill, please contact the Post Office.

Water payments received by mail are effective the day it is received in our office, not the postmark date; therefore, please allow time for mailing.

### **Payment Options:**

Mail payment (1800 Space Park Drive Suite 200 Nassau Bay, TX, 77058)  
Drop off payment at our tan drop box (located behind City Hall at 1800 Space Park Drive)  
Drop off in person at reception desk at City Hall (1800 Space Park Drive Suite 200-Upstairs)  
Pay online at our City website [www.nassaubay.com](http://www.nassaubay.com)  
ACH Auto Debit Service (bank draft or credit card draft)  
Securely pay over the phone by calling Paymentus at (844) 234-9886

A delinquent notice will be sent out to those customers who have not made payment in full by the due date (17<sup>th</sup>). If payment is not received, water service for that customer will be disconnected on or around the last day of the month and a shut off notice administrative fee of \$25.00 will be assessed.

A \$25.00 fee is assessed for all returned NSF checks or auto-debits. A \$5.00 fee is assessed for all other returned checks or auto-debits.

If you have any questions regarding your water bill or any concerns regarding water service, please contact the Water Department at 281.333.4211.