

Welcome to the City of Pflugerville and thank you for allowing us to serve you.

Whether it is water, wastewater, solid waste & recycling services or all of the above, customer service representatives are here to help! You are important to us! If you ever need assistance with your utility bill or any other city services, please feel free to give us a call at 512-990-6100 or email us at utilitybilling@pflugervilletx.gov.

This email is to provide you with basic information about our utility billing services. Important contact information is located at the bottom.

Please remember to read the 'special messages' on your monthly statement for important events and notices!

Payment Options

- By mail – To insure proper credit, please use the payment coupon and make sure the mailing address shows through the window on the return envelope. For your protection, please do not mail cash.
- Night deposit – Located at 100 E. Main St, Pflugerville, TX 78660. For your protection, please no cash.
- In Person – Payment may be made at 100 E. Main St., Pflugerville, TX, Monday through Friday between the hours of 8AM and 5PM.
- Online – At www.pflugervilletx.gov/paybill.
- By phone – Call toll free 1-866-815-2975. A convenience fee will apply.
- HEB or Wal-Mart – Pay at our local HEB or any Wal-Mart location. Please allow 7 business days.
- Your online banking – Pay your bill through your online banking. Please allow sufficient time for payment posting.

Types of Payment

- Check or money order made payable to City of Pflugerville. Please include your account number on check.
- Cash. Please do not mail or deposit cash in the night deposit box.
- Automatic bank debit from checking, savings, Visa or MasterCard.
- Visa or MasterCard accepted in person, on-line at www.pflugervilletx.gov/paybill or by phone at 1-866-815-2975.
- Online banking ACH payment.

Automatic Bank Draft Option

Sign up to have your checking, savings or credit card account debited monthly. A voided check is required with authorization if using checking or savings. Draft will remain in effect until the City receives written notification of termination or if returned for any reason. Please notify the city as soon as possible if there are any changes to your bank account. To sign up for automatic debit:

- Call 512-990-6100 to have an authorization form faxed, mailed or emailed.
- Pick up an authorization form at 100 E. Main St., Pflugerville, TX 78660
- Download the authorization form from the website at www.pflugervilletx.gov/applications.
- Send request to utilitybilling@pflugervilletx.gov.

Electronic Paperless Billing

To register to have your utility bill delivered electronically to your email address, please complete the Electronic Paperless Billing Authorization located at www.pflugervilletx.gov/applications. Once you are signed up, you will not receive a paper bill in the mail.

Returned Checks

A returned payment charge may apply for each check, e-check, credit card transaction or draft returned unpaid to the City of Pflugerville for any reason.

Late Fees

Your utility statement will be mailed to you on a monthly basis. The due date will be 15 days from the statement billing date. A past due balance on an account will be assessed a late fee.

Due Date Reminders

You can sign up to receive an email reminder of your due date at www.pflugervilletx.gov/notifyme.

Deposits

Deposits are returned in full when the account has not been delinquent for twelve consecutive months or within 30 days from the day the customer's account is closed, less any outstanding balance.

Rates

A rate sheet for water, wastewater and trash service is available on the website at www.pflugervilletx.gov/applications.

Catastrophic Water Leaks

In the event of a catastrophic water leak, the City may allow for a one time credit under the following circumstances. A minimum usage of 40,000 gallons greater than the previous month's usage will make an account eligible for consideration of a credit. A written request for a credit detailing location and dates of the leak must be submitted along with a copy of a bill from a licensed plumber certifying that the leak has been repaired and a copy of a valid City of Pflugerville Building Permit for the repair. The leak must be repaired within 15 days of notification to qualify. The average of the previous twelve months of usage will be used as a base for crediting 100% of the excess usage billed. A Catastrophic Water Leak Credit Request application is available at www.pflugervilletx.gov/applications.

Meter Tampering

Water meters are solely the property of the City of Pflugerville. Any tampering, jumping, cutting locks or any impairment to the water service provided by the city will result in fines in accordance with Texas Penal Code 28.03.

Trash Service

City of Pflugerville trash collection service is provided once per week. Recycling collection service is provided every other week. Please refer to the schedule located at <https://utilitybilling.pflugervilletx.gov/trash-recycling/schedules> for your collection day. A green 95 gallon cart is provided for trash and a blue 95 gallon cart is provided for recycling. A label is located on the top of the blue recycle cart detailing what items can be accepted for recycling. Please place carts at curbside 5 feet apart no later than 7AM. Please allow until 7PM for collection. If you experience a missed collection or have

any other issues with the trash or recycle service, please contact us at 512-990-6100 as soon as possible so that we may resolve the issue in a timely manner.

Mandatory Water Restrictions

Water customers are currently under Stage Two Mandatory Watering Restrictions. All water customers are required to follow a twice per week watering schedule. Watering is allowed from Midnight until 10:00 AM and 7:00 PM until Midnight on your designated day. For additional information, visit www.pflugervilletx.gov/conservation.

Addresses ending in the following number are assigned the following days:

Wednesday and Saturday: Residential homes with a street address ending in an odd number.

Thursday and Sunday: Residential homes with a street address ending in an even number.

Tuesday and Friday: Watering days for commercial facilities including apartments, condominiums, civic, commercial, industrial and institutional properties.

Monday: No watering.

Water Softener Rebate Program

The City provides incentives for customers to replace their working timer-based water softener with a demand-initiated regeneration (DIR) water softener. Information and application can be downloaded at www.pflugervilletx.gov/applications.

Winter Wastewater Averages

For residential customers on the City's retail water and wastewater service, the City bases your monthly wastewater charges on the average water consumption for November, December, January and February. The three lowest months will be used to calculate your average. If you have a water leak during this time period, making your water consumption noticeably higher than usual, please provide written notice with a copy of a plumbing bill or receipts from the purchase of plumbing supplies no later than May 1st. Upon consideration, your wastewater average may be adjusted appropriately.

Spanish Translation

Spanish translation is available at 512-990-6100, in person at 100 E. Main St., Pflugerville, TX or on the phone payment option at 1-866-815-2975 by pressing option 2.

Hours of Operation

Monday through Friday, 8AM – 5PM.

Mailing Address

City of Pflugerville
PO Box 589
Pflugerville, TX 78691

Physical Address

City of Pflugerville
100 E. Main Street
Pflugerville, TX 78660

Phone Numbers

City of Pflugerville 512-990-6100
Phone Payment 866-815-2975
After Hours 512-990-6700
Fax 512-251-5768

Web Site

<http://utilitybilling.pflugervilletx.gov/>

Email

utilitybilling@pflugervilletx.gov

