

# City of Angleton Utility Billing Department Policies



The City of Angleton has one (1) billing cycle per month. Customers are billed for consumption used from mid-month to mid-month—one month behind. For example, a bill that is due July 20th will include consumption used from late May to mid June.

## The following are standard payment and billing policies:

**NEW SERVICE** Applications for water service are available at city hall or may be downloaded from our website at [www.angleton.tx.us](http://www.angleton.tx.us). If you are renting the service address property (business or residential), a renter's contract is required. If you are purchasing the property, title company paperwork is required. A copy of your driver's license and deposit are required. The deposit is \$100.00 (\$75.00 with a \$25.00 non-refundable connection fee). Should an account be closed, \$75.00 of the deposit will go toward any outstanding balance before a refund check is issued.

**MONTHLY BILLS** are mailed on or as close to the 1st day of the month as possible. Payment is due and payable on or before the 20th of that same month. Should the 20th fall on a weekend or holiday, payment must be received by 5:30 p.m. the following business day, otherwise, a fee of \$10.00 or a 10% late fee will be assessed, whichever is greater. To avoid late fees, drop box payments must be received before 5:30 p.m. on this day. After this time, you are considered late and will be charged the late fee. To guarantee your payment is on time, we recommend you bring the payment inside to one of the utility clerks.

**DUE DATE** is the 20th of every month for every customer and cannot be changed.

**PAST DUE** amounts are due and payable by the 5th of the following month. If the 5th falls on the weekend or a Holiday, payment will be accepted until 5:30 p.m. the next business day—same as the original billing cycle. If the past due amount is not paid in full by the 5th, a \$25.00 disconnect/administration fee will be assessed. You will be placed on a disconnect service list and could possibly have your services disrupted. IF WE DO NOT DISCONNECT YOUR SERVICE, YOU STILL OWE THE \$25.00 FEE (Ordinance No. 2007-O-8A).

**METERS** are read once a month—between the 15th and 20th of each month, which may vary due to inclement weather. Read dates are reflected on your bill.

**TERMINATIONS** Voluntary termination forms are available at city hall and on the city website. A completed form must be returned to city hall for disconnection of services and will not be accepted by phone. To avoid involuntary termination, accounts must be kept current. It is a violation of the law to occupy your home or business more than 72 hours without water or sewer services.

Should you believe your meter was read incorrectly and feel a re-read is necessary, please contact the Utility Billing Department at (979) 849-4364, ext. 2100, 2102 or 2103 upon receipt of the bill or go online at [www.angleton.tx.us](http://www.angleton.tx.us), click on "We Listen" and enter your request as a WATER METER question. Record the tracking number for confirmation of your request.

Chloe Campbell, Utility Billing Supervisor | 979-849-4364 ext. 2122

Janet Garza, Utility Clerk | 979-849-4364 ext. 2100

Justina Cadena, Utility Clerk | 979-849-4364 ext. 2102

Jillian Vela, Utility Clerk | 979-849-4364 ext. 2103



# Customer Portal Angleton Registration Process

Go to the City of Angleton's customer portal website.  
[water.angleton.tx.us](http://water.angleton.tx.us)

Sign in with your email address and password.

If you are a new user, select "Need to setup an account?"

You may see a similar window to the one below prompting you to accept the City/Utility terms and conditions if any exist. Select "I Accept."

After selecting "I Accept," you will be prompted to enter in your email address.

Type in your email address and select "Get Started."

Open your email. You will receive an email from donotreply@sensus-analytics.com

- ◆ Check your junk email if you do not see it.
- ◆ Follow the instructions in the email, note the link provided in the email will expire within 24hrs.

After clicking the link in the email, you will be prompted to enter in your required account information to complete your customer portal setup.

Your email address will be prepopulated.

Enter in your account number as it appears on your bill with dashes.

Enter in your service address street number only as it appears on your bill.

- ◆ Example: If service address is 123 Rainbow Rd., enter "123."

"Enter cell phone number for text message alerts," this is optional.

"Enter desired password," confirm password.

- ◆ Follow the password rules, which can be viewed by clicking "Rules."

Select language default.

Select "Submit" when ready.

You should now be able to login to the customer portal.

Sign in with your credentials that you created.

If you entered a phone number, you will be sent a text message with a code for cell phone activation to receive alerts.

Once you sign in, you will be prompted to enter the code you received in the text message.

Enter the code and click "Activate Phone."

If the code has expired, you can click on "Request New Activation Code."

**Register TODAY to pay  
your bill online!**

 [water.angleton.tx.us](http://water.angleton.tx.us)

Water Department | 121 S. Velasco St. | Angleton  
979-849-4364 ext. 2122 | [angleton.tx.us/155/Utility-Billing](http://angleton.tx.us/155/Utility-Billing)

