

Customer Service, Billing & FAQ's

HOW DO I SET UP NEW SERVICE OR TRANSFER SERVICE?

- Application for new service can be completed at the City Offices located at 528 Hwy 120 E or you may request application information by emailing mstory@cityofpottsboro.com

WHAT INFORMATION DO I NEED TO PROVIDE?

- Name
- Service Address - Where do you want the water service?
- Billing Address - Where do you want the bill sent?
- Phone Number
- Driver's License Number
- Social Security Number

WHAT ARE THE FEES FOR NEW ACCOUNTS OR TRANSFERRED CONNECTION?

- [Residential Connection](#)
 - Landlord/Property Owner \$50.00
 - Connection Fee \$50.00
 - Deposit \$100.00 home owner, \$150 for renters
- [Commercial Connection](#)
 - Connection Fee \$50.00
 - Deposit \$100.00

DO I NEED TO BE THERE WHEN SERVICE IS CONNECTED?

- However, if water is off...you must be there so that you can watch for leaks or open faucets.
- If the home or business already has water service, you aren't required to be there.

HOW DO I ARRANGE REPORT A WATER LEAK?

- To report a water leak make note of the approximate location and call 903-271-1942.
- The line is answered 24 hours a day, seven days a week.

HOW AND WHERE CAN I PAY MY BILL?

1. ***Bank Draft:***
For information about this convenient payment method email mstory@cityofpottsboro.com.
2. ***Mail:***
Checks made out to the City of Pottsboro may be mailed to P.O. Box 1089, Pottsboro, Texas 75076
3. **Payment Drop Box -** Located at City Hall located at 528 Hwy 120 for your convenience.
4. **[Make A Payment Online](#)**