

**YOU CAN SAVE YOURSELF TIME AND LESS SHREDDING! STOP RECEIVING YOUR BILL IN THE MAIL
INSTEAD RECEIVE IT BY EMAIL. LOG ONTO YOUR ONLINE ACCOUNT TODAY AND SIGN UP FOR EBILLS AND RID YOURSELF OF NEEDLESS PAPER!!**

Frequently Asked Questions

How do I set up new service?

You will need to fill out an application either online at www.grapevintexas.gov or in person at City Hall located at 200 S. Main Street. Along with the application, we will need a copy of your driver's license for verification. You can send a copy of your driver's license either by emailing or faxing it to us. Our fax number is: 817-410-3032 and the email address to scan your information to: ub_new_connects@grapevintexas.gov

There is a \$50 deposit required on all accounts and this can be paid with the application or billed on your first statement. This deposit will be held until you close your account, at which time; it will be applied to your final bill.

Can I set my account up for automatic payments?

Yes, you can set your account up to either draft from a checking or saving account or to automatically bill to a credit/debit card. You will need to log onto your account on the city website, www.grapevintexas.gov, in order to establish the automatic payment. After logging onto your account, use the drop box and select "Register for additional services". This will make you change your pin number to a password that you select. Next, using the drop box, select "Change basic account information" which is where you will need to add your email address. An email address is required for automatic payments. (This is also the area you could use to change information such as, your billing address, phone numbers, etc.) The last step is to select "Set up or change automatic payments". **Remember if you choose to pay your account with a credit/debit card you will need to update this information prior to the card's expiration date or the next payment will be declined by your card provider.**

Can I change my due date?

Due dates cannot be changed. We established due dates by dividing the city into four sections. This enables our meter readers to concentrate on one section of the city for the meter reads and maintain a consistent and efficient reading schedule and each section is assigned a fixed due date. The monthly bills are mailed out to customers approximately 21 days prior to the due date. Customers may pay their bill anytime between the date they receive it and the due date, but your bill will be considered past due if not paid by the established due date on the invoice.

My meter reading seems high this month. Did you estimate my usage or could my meter be going bad?

We do not estimate reads. The meter reader does not have your previous read in their hand held device for them to be able to estimate your usage so they must actually read your meter each and every month. When meters go bad, they slow down and read less than the actual amount used.

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How do I check for a leak?

To check for a possible leak, make sure that you are not using any water inside or outside the house. Go to the meter and slide the lid off of your meter box. Look at your meter, there is a red triangle on the left side of the meter face; this triangle should be sitting completely still. If it is moving at all, then it could indicate a possible leak. The city does not locate leaks nor repair any leaks that are located from the meter to the house or inside the house. The city is responsible from the meter to the water main in the street.

I need to have my water temporarily shut off. Who do I call?

To have your water shut off, for repairs or updating, anytime from 7 a.m. to 4 p.m. Monday thru Friday call 817-410-3330. In the case of an emergency after 4 p.m. on week days and anytime during the week end, please call the non-emergency police number, which is 817-410-8127.

What types of payments do you accept for the water bill?

There are several ways to pay your water bill. You can mail; or drop off a check or money order, at the Utility Billing Dept. located in City Hall. You can pay by credit/debit card either online, over the phone or in person at City Hall. (There is no fee for paying online or over the phone.) We accept Visa, MasterCard or Discover

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What if I need to make a payment but your office is closed?

If you need to make a payment after 5 on week days or over the week end, you can drop off a check or money order (no cash please)any time in the drop box which is located on the back of the City Hall Building.

My water has been disconnected because of non-payment, how can I get my water turned back on?

All amounts due on your account must be paid in full before your water can be turned back on (this includes the current amount due). We cannot accept a check when the water is disconnected so

payments must be made with cash, money order or credit/debit card. You can make your payment over the internet, phone or in person. If you make your payment over the internet, once that payment has been made in full, you will need to call 817-410-3173 and notify the UB Department so that they can send someone out to turn your water back on.

Are we currently on water restriction? If so, what are they?

No watering between 10 a.m. and 6 p.m. (This restriction is in effect year round regardless of the drought)

We are not currently under any other water restrictions.

How do I get a new recycle container?

You can request a recycle container by calling the City of Grapevine Service Center at 817-410-3330 between the hours of 7 a.m. to 4 p.m. Monday thru Friday.

The trash truck missed my house and didn't pick up my trash. Who do I call?

If your trash or recycling was missed, please call Allied Waste at 817-332-7301.