



Helpful Information

- The first phone number you place on the Water Application when starting your account may be used by our call-out system in the event that a boil water notice or other emergency situation arises. If you have questions or concerns about this, please contact City Hall.
- For your convenience, there are a few payment options to choose from. You may drop your payment off at City Hall during office hours, from 8am to 4:30pm closed for lunch 12pm-12:30pm, and after hours in the door slot, you may call the office to make a payment with a credit card (3% fee applies) or you may pay online at cityofthrall.com under the Residents tab, Online Payments and click "The Payment Group" (3.5% fee applies).
- Important Phone Numbers:
 - City Hall: (512) 898-5306
 - After-hours water emergencies: (512) 269-7335

Water bill information for residential and commercial:

- **Minimum bill: \$32.00** (for first 2,000 gallons water (minimum charge), \$9.05 for every 1,000 gallons over the minimum.
- Bills are mailed monthly at the first of the month. **If you do not, receive a bill by the 5th please contact our office.**
- **Bills are due by the 15th**, if the 15th falls on a Saturday or Sunday, the bill is due the following Tuesday by 8am.
- If paid **after the 15th, a late fee of 10%** will be applied.
- **Disconnects are on the 25th**. If payment is not received **by 10am** on the 25th, the reconnect fee of \$50.00 will be applied to your account and services will be disconnected for non-payment. If the 25th falls on a Friday, Saturday, Sunday or holiday, the disconnect day will be the next business day.
- Any changes regarding due dates for each month, please **see notes on your water bill**, they will be noted there along with any other information.

If you should have any questions, or if there's anything we can help you with, please contact City Hall at (512) 898-5306. Office hours are Monday-Friday, 8:00am-4:30pm closed from 12:00pm-12:30pm for lunch.