

Welcome to the City of Victoria

The Utility Billing Division of the Public Works Department is responsible for reading the City's water meters, billing for water, sewer and garbage service and collecting the associated revenue.

To begin your utility account, a \$25 service fee along with a prorated minimum bill is charged and is considered your activation fee. The prorated minimum bill is based on the number of days you will have used City services before your first billing. The City of Victoria does not collect deposits for water, sewer and garbage services.

Your new service may be set up in person or electronically. In-person activation is done during business hours 8:00am to 5:00pm Monday – Friday at 700 N. Main St. in Suite #106. Electronic activation is offered via fax or email. You can obtain more details for either method by calling us at (361) 485-3400 or browse the Public Works – Utility Billing Office section of the City's website at victoriatx.org.

If you experience problems at any time with your city water or waste water lines, call the Utilities Department at (361) 485-3380.

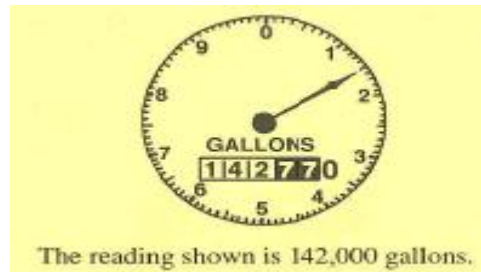
For Solid Waste service issues, please call (361) 485-3220 Monday through Friday 8am – 5pm.

Your Water Meter

The water you use each billing period is measured by a meter at your service address

that we read monthly. We maintain your meter, but please help us by keeping the inside and outside of your meter box free of dirt and debris. Keeping weeds and grass cut around the meter box also helps facilitate our monthly reading process.

The City of Victoria reads and bills in thousands of gallons:



What About Sewer?

Customers that are new to Victoria are assigned a “New Account” sewer charge (based on a two year study of average consumption for each meter size) until they are able to establish their own sewer rate. To establish a sewer rate charge, the customer must be “active” in our system prior to the Sewer Winter Average period which takes place each year.

Water consumption on your January, February and March bills is averaged and used to formulate and establish your Sewer Winter average each April and will remain in effect until the next yearly sewer evaluation period takes place.

If you have plumbing problems during the winter months, bring us a plumbing bill or receipt for plumbing parts so we can consider adjusting your sewer rate.

Paying Your Water Bill

Your water bill is due within 14 days following the bill date. After the 14 day period, the larger amount listed on your bill is then due. This larger amount includes a penalty of 10% of the original water, sewer and solid waste charges.

You can pay your bill in any of the following ways:

- 1. In person** @ the Utility Billing Office:
700 Main Ctr. Suite #106
Lobby Business Hours: Monday -Friday 8am- 5pm
Drive Thru Window Business Hours:
Monday-Friday 7:30am - 5:30pm
*Accepts cash, checks, money order,
Visa, MasterCard or Discover*
*Sorry, credit cards cannot be processed at the
Drive-Thru Window*
- 2. U.S. Mail** to:
P.O Box 1279
Victoria TX 77902
Accepts checks or money order
- 3. Bank Drafted** – checking or savings
Signed ACH card with voided check is needed,
contact our office for the necessary form
- 4. On the Internet** - @ www.victoriatx.org
Accepts Visa, MasterCard or Discover
- 5. 3 South-side Night Deposit** Locations:
 - On the wall next to Drive Thru Window @ 700 Main Ctr.
 - Free-standing drive-up box on outside of Drive-Thru Lane #2 @ 700 Main Ctr.
 - On the wall next to rear entrance of 700 Main Ctr.*Accepts checks or money orders*
- 6. 1 North-side Night Deposit** Location:
 - Free standing box in parking lot of HEB – Plus at 6106 N. Navarro. The box is left of the entrance by the Speedy Stop convenience store*Accepts Checks or Money Orders*
- 7. Credit Card by phone**
@ (361) 485-3400 8am – 5pm
Accepts Visa, MasterCard and Discover

****\$3.00 Convenience Fee added to all payments made through an alternate payment channel such as “Online” or “Over the Phone”**

Nonpayment

If you do not pay your water bill once the larger amount becomes due, a second notice is mailed out that states the total amount now due and the date we may disconnect your service if you continue to miss paying your bill. Once Nonpayment status is applied, a \$25 administrative fee is assessed and possible disconnection may occur; service will be restored only after payment of the bill is made.

Miscellaneous Service Charges

New Account during Business hours.....	\$25
Turn Off / On for Repairs (2 trips – 1 fee).....	\$25
Unable to Leave On-Addtl Trip Needed.....	\$10
<i>Add \$5 if above service call is done after 5:00pm</i>	
Locked Meter Charge.....	\$25
Broken Lock Charge.....	\$25
Turn Off – Nonpayment.....	\$25
Pulled Meter Fee.....	\$35
Service Tampering Fee.....	\$35
<i>Add \$15 if above turned on after 5:00pm</i>	
Meter Re-Read Fee / UBO reading is correct....	\$10
Meter Test Fee / Meter tests accurate.....	\$25
Returned Check Charge.....	\$30

Moving?

Let us know immediately if your utility account is no longer needed. Until you let us know, you are responsible for all water and other services used. There is no charge for disconnecting your service.

Need More Information?

Contact the Utility Billing/Collection Office at (361)485-3400 from 8am – 5pm for information on utility bills, transfer of services, meter connections and disconnections.



Utility Billing
Customer Information

Information About Your City Utilities