

CITY OF KERRVILLE

Utility Billing Department

701 Main Street

Kerrville, Texas 78028

Phone: 830-258-1504 Fax: 830-792-8309

Office Hours: Monday – Friday - 8:00 am to 5:00 pm

After hours, weekends, holidays - 830- 257-4668

www.kerrvilletx.gov

Effective: October 1, 2020:

Water Rates

Residential:

\$15.18 monthly account maintenance fee *plus*
0-1000 gallons @\$0.00 per 1,000 gallons
1001-6,000 gallons @ \$3.41 per 1,000 gallons
6,001-15,000 gallons @ \$4.42 per 1,000 gallons
15,001-25,000 gallons @ \$5.53 per 1,000 gallons
25,001-50,000 gallons @ \$6.91 per 1,000 gallons
50,001 gallons and up @ \$8.63 per 1,000 gallons

Commercial:

\$13.00 monthly account maintenance fee *plus*
0-25,000 gallons @ \$3.71 per 1,000 gallons
25,001-50,000 gallons @ \$4.44 per 1,000 gallons
50,001 gallons and up @ \$5.32 per 1,000 gallons

Irrigation:

\$13.00 monthly account maintenance fee *plus*
0-15,000 gallons @ \$4.74 per 1,000 gallons
15,001-25,000 gallons @ \$6.16 per 1,000 gallons
25,001 gallons and up @ \$8.28 per 1,000 gallons

Sewer Rates

Residential:

\$14.27 monthly maintenance fee *plus*
\$0.00 first 1,000 gallons
\$5.55 for each 1,000 gallons
(bill based on average water consumption in
December, January, February)
or
\$30.92 flat rate without consumption history
(based on 4,000 gallon average)

Commercial:

\$14.61 monthly account maintenance fee *plus*
\$0-1000 gallons @\$0.00 per 1,000 gallons
\$5.91 per 1,000 gallons actual monthly water
consumption

Outside Water and Sewer:

*Rates are 1 ½ times above rates for
customers outside city limits*

Garbage Rates and Information

Residential – curbside pickup

\$22.52 (20.47 base, 1.65 sales tax, 0.40 environmental fee)

Includes: Weekly – household curbside pick-up
Every other week – recycle curbside pick-up
Monthly – yard waste curbside pick-up
Quarterly – bulky waste opportunity
Curbside pick- up during 2 quarters
Landfill voucher during 2 quarters

Extra Cart – trash or recycle, 65 or 95 gallon size

\$6.00 (per cart charge - 5.55 base, 0.45 sales tax)

Special collections (large item pickup) 830-257-3831

Kerrville Landfill – 3315 Loop 534

Monday through Friday ~ 7:30am–4:50pm – Saturday 8:00am–1:00pm

Fee schedule on site or call 830-257-3831

Deposits

Residential - \$0.00 with acceptable credit score, \$100.00 with unacceptable credit score
Commercial - \$200.00 or double estimated monthly bill, whichever is greater
Residential deposits refunded after 12 continuous months without any past due payments
Commercial deposits refunded after 24 months without any past due payments

New Account Fees

\$40.00 for each account regardless length of service history with City of Kerrville

With E-Bill option - \$25.00 for each account

With Auto-Pay and E-Bill option - \$20.00 for each account

Late payment fees – 10% if balance is not paid by 5pm on due date

Other Fees

Returned Item Fee - \$30.00 (check or credit card)

Service charge – \$30.00 - Accounts not paid in full by 5:00pm in Utility Billing office by final payment date

After business hours service charge - \$50.00 to establish or reinstate service

Meter Tampering Fee - \$50.00 Tampering with a meter, including turning water on or off, (constitutes as criminal mischief)

Terms

Bills are due and payable upon receipt. Accounts not paid in full within 15 days of billing date will be charged a 10% penalty. Accounts not paid in full within 25 days of billing date will be charged a \$30.00 service fee and will be subject to termination of service. Water service will be reactivated when the past due amount, including service fee, is paid in full.

Water Conservation Plan

HOW & WHEN YOU CAN WATER					
Year Round Water Conservation (Mandatory)	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
	> 65% SOC 7 Day Avg.	> 75% SOC 7 Day Avg.	> 85% SOC 7 Day Avg.	> 95% SOC 7 Day Avg.	> 100% SOC 7 Day Avg.
automatic & hose end sprinklers, and soaker hoses are permitted: 6:00pm to 10:00am EVERY DAY	automatic & hose end sprinklers, and soaker hoses are permitted: 6:00am to 10:00pm and 8:00pm to 12:00am TUE & SAT ODD ADDRESSES WED & SUN EVEN ADDRESSES	automatic & hose end sprinklers, and soaker hoses are permitted: 6:00am to 9:00am and 8:00pm to 10:00pm TUE & SAT ODD ADDRESSES WED & SUN EVEN ADDRESSES	automatic & hose end sprinklers, and soaker hoses are permitted: 6:00am to 9:00am TUE & SAT ODD ADDRESSES WED & SUN EVEN ADDRESSES	automatic & hose end sprinklers, and soaker hoses are: PROHIBITED AT ALL TIMES PROHIBITED ON ALL DAYS PROHIBITED ON ALL DAYS	automatic & hose end sprinklers, and soaker hoses are: PROHIBITED AT ALL TIMES PROHIBITED ON ALL DAYS PROHIBITED ON ALL DAYS
hand-held hose with nozzle, drip irrigation, or bucket is permitted: ANYTIME EVERY DAY	hand-held hose with nozzle, drip irrigation, or bucket is permitted: ANYTIME EVERY DAY	hand-held hose with nozzle, drip irrigation, or bucket is permitted: 7:00pm to 9:00am EVERY DAY	hand-held hose with nozzle, drip irrigation, or bucket is permitted: 6:00am to 9:00am and 7:00pm to 11:00pm EVERY DAY	hand-held hose with nozzle, drip irrigation, or bucket is permitted: 6:00am to 9:00am and 7:00pm to 11:00pm EVERY DAY	hand-Held hose with nozzle, drip irrigation, or bucket is: PROHIBITED AT ALL TIMES PROHIBITED ON ALL DAYS
FOR A COMPLETE UNDERSTANDING OF THE WATER MANAGEMENT PLAN, PLEASE REFER TO ORDINANCE 2010-08.					

Payment by Auto-Pay:

Have your monthly bill automatically deducted from your checking account or charged to your credit card **on your due date**. Your bill will be noted "PD BY DRAFT" or "PD BY CR CRD" for your records. To sign up for either auto-pay option, call Utility Billing at 830-258-1504, stop by our office at 701 Main St, or visit our website at www.kerrvilletx.gov

Payment at City Hall:

Cash, check, credit and debit card payments are accepted at 701 Main St. during normal business hours. A payment **drop box** is located in the City Hall parking lot at the corner of Main Street and Sidney Baker for after hour's payment by check. **Payments received after 5:00pm will be processed the next business day.**

Payment by Mail:

Payments received by mail are **processed and recorded to a customer's account on the date delivered by the USPS**. Postmarks do not determine date of payment.

Payment by Automated Phone:

Payment by phone is accepted via credit or debit card by calling 833-262-5903.

Payment Online:

www.kerrvilletx.gov Payments received online after 5:00pm will post the next business day.

Average Monthly Program:

Customers with a 12-month billing history with the City of Kerrville may enroll in the average monthly billing program.

Bill payment assistance:

If you need assistance paying your utility bill:

Saint Vincent De Paul (SVP) 830-896-6898
1145 Broadway, Kerrville, Texas 78028

Christian Assistance Ministry (CAM) 830-257-4222
521 Barnett Street, Kerrville, Texas 78028