

Establish New Service

Customer's signature is required on work orders to connect, disconnect, or transfer service.

Customer's signature is required on Service Agreement before service can begin.

A copy of the customer's driver's license and social security card is required to be on file to establish service.

Application for service requires that a customer's bill include all charges for water, sewer, garbage, applicable sales tax, and any applicable miscellaneous charges.

Deposits

A deposit is required on all accounts.

Deposit Information

Residential deposit amount is \$150 plus a non-refundable \$25 connection fee.

Commercial deposit amount is \$250 plus a non-refundable \$25 connection fee.

Customer's deposit will be applied to the final bill and the difference will be refunded by check if the amount of the deposit exceeds the bill.

If the amount of the deposit does not exceed the bill, the customer will receive a final bill.

Customers wishing to leave their deposit for the next occupant may do so if the following requirements are met:

The amount of the deposit must be equal to the current City of Palacios deposit requirement.

The account must be current.

The customers must agree in writing that any remaining balance will become the responsibility of the new account owner.

Transfer of Service

A customer transferring from one service address to another will be charged a \$35 fee.

A customer may have service at two residences concurrently if transferring from one residence to another. The maximum allowance for this service is 2 weeks. The \$35 transfer fee will apply.

It is the customer's responsibility to notify City Hall of the disconnect day at the original residence.

The customer name on a utility account will not be changed unless a copy of a Last Will (in the case of death) or divorce decree (in the case of divorce) is presented showing transfer of ownership of service address property.

Placing an Account On Hold

Customers who have rental property or will be away from their residence for more than one complete billing cycle will be allowed to place their account "on-hold".

"On-hold" means that the deposit will be held on the account, the customer will not receive a bill for that complete billing cycle, and the customer can have the water turned back on at their request.

There will be a \$50 charge for taking an account off hold.

Billing

Meters are read on or about the 20th through the 25th of each month.

Each billing cycle is for approximately 30 days.

Utility bills are mailed on or around the first of the month.

Billing will begin on the day service is connected. Bills issued for a partial billing period for the purpose of new service connection, disconnect with payment, or transfer of existing service, will be prorated. Disconnect for non-payment does not qualify for prorating of bill. Any applicable miscellaneous charges will not be prorated.

City service rates are set according to [City Ordinance](#) or [City Council](#) action.

Payment

Online

Payments can be made online through our [Online Payments](#) page.

In Person

Payments can be made in person at Palacios City Hall, 311 Henderson, Palacios, TX 77465. Checks may be made payable to the City of Palacios. If you need to make a payment in person outside of our operating hours of 8:30 AM to 4:30 PM, Monday through Friday, use our night drop box outside of the City Hall entrance.

Mail

Payments can be mailed to City Hall, PO Box 845, Palacios, TX 77465.

Utility bills are due on the 15th of each month. Payments received after the 15th will be charged a \$25 late fee.

There will be a \$30 fee for returned checks. No third-party checks will be accepted.

There will be a 3.5% fee to pay by credit card.

Disconnection for Non-Payment

Disconnection day is the 22nd of each month. To avoid disruption of service, the total amount due (full amount of charges plus the late fee of \$25.00) must be received in the office by 4:30 p.m. on the last business day before the 22nd. If the 22nd falls on a weekend, holiday, or on Monday, payment must be received by 4:30 p.m. the Friday before. All accounts not paid will be charged a \$40 penalty. A customer whose service is disconnected for non-payment will have their account finalized and their deposit applied toward the balance owed.

If a customer requests to be re-connected after hours, the charge will be \$80. This fee must be paid, and the account must be current before service can be restored.

Tampering with a meter (unauthorized connection) will result in a fine of \$200 – \$1000, and possible criminal charges for theft.

Waste Services

Waste placed inside a cart plus three additional bags placed on top of the cart provided by the City of Palacios will be picked up once weekly on Friday. For questions regarding trash service, contact City Hall at 361-972-3605.

Customer Service Team

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361-972-3605 [Email](#)

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