



Welcome to the City of Granbury!

We are always striving to provide proactive customer service. Should you need anything further please do not hesitate to contact our office.

Below is a list of quick links to manage your account.

Account Number:		Service Address:				
Start Date:		Services Provided (Circle All that Apply):	Water	Sewer	Trash	Electric
Zone:	1	2	3	Your Watering Days:		
Electronic Billing: If you opted in for E-Billing; Check your spam/junk folder on the day you are scheduled to receive your first bill. Mark this sender as "safe" if it was sent to spam/junk. If you opted out of receiving an electronic copy of your bill but wish to, please contact Utility Billing.						Opted: IN OUT

When Is My Bill Due?

	Zone 1 bills are issued by the 10th of each month and due no later than the 25th of the following month.
	Zone 2 bills are issued by the 20th of each month and due no later than the 5th of the following month.
	Zone 3 bills are issued by the 30th of each month and due no later than the 15th of the following month.
A 10% penalty is assessed for payments received after the due date. Penalty applied the morning of the following business day	

Payment Method for All

	Bank Draft - Set it and Forget it! You will still receive your bill (by your selected choice mail or email) with time to review for discrepancies to stop draft. Plus never be late again! Simply complete the form along with the check you wish to pay with this month and we will complete enrollment.	granbury.org/autodraft
	Online Payment - Now with expanded features! Credit card auto pay, schedule payments with credit cards, select a day for draft, save multiple cards, bill reminders, and bill history retrieval. All fees have been removed for online payments.	granbury.org/payments
	Pay By Phone - Don't have a computer handy or feel comfortable with online payments we have a solution for you also! Our secure automated 24/7 pay by phone system will apply payments to your accounts within minutes.	866-201-5074
	Text to Pay - Yep you heard right! Now you can get notified when your utility bill is posted and ready to view, and when you are ready to pay, its just a 1 click text reply.	866-201-5074

We Are Excited to Share More Expanded Features

	MyUsage Utility Portal - How much water do you use when you water? Do you have a toilet leak? How does the temperature affect your electric usage? Monitor your usage hour by hour! Have peace of mind you and confidence in the bill you receive.	granbury.org/myusage
	Electronic Statement or eBill - allows customers to receive their bill by email as soon as it is posted to their account. It is NOT a payment method, just a faster way for you to receive via PDF attachment and process your bill. See spam/junk statement above.	granbury.org/ebill

FAQ:

	Trash/Recycle - For residents that live <u>inside</u> City limits, trash is picked up on Wednesdays. Trash must be at the curb by 7:00 a.m. You must purchase your own trash cans. Garbage cans must be removed 24 hours after pick up. Recycling is also picked up on Wednesdays. If there is not a recycle bin at the property and you would like to participate in this free service, please call Waste Connections to request a recycle bin. For a full list of recyclables website. Residents living <u>outside</u> City limits are able to use any garbage provider of their choice. The City of Granbury will not bill these customers for garbage.	800-350-3024 817-573-1114 ex 1777 option 2 682-205-1773 granbury.org/garbage
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Optional Membership	Utility Resources	Utility Savings Tips	Deposit
Membership information about optional participation in Texas EMS & CareFlite	A resource list for utility assistance	Utility Savings tips to conserve and reduce consumption	Deposits are returned when the account is closed. Any unpaid bills will be deducted from the deposit before a refund is issued. Deposits are returned per Granbury City Ordinance. Frequent past due or cut off's may result in deposit increase.
granbury.org/TexasEMS granbury.org/CareFlite	granbury.org/UtilityResources	granbury.org/UtilitySavings	granbury.org/NewService

Granbury Utility Customer,

We encourage you to activate your free customer utility portal and enjoy all of the features this new tool has to offer!

The City's utility customer portal is the result of the newly upgraded digital water meters, which offer the ability to track your water consumption. Near real-time data is logged by the meter and reported directly to your portal.

The online utility customer portal will help customers gain deeper insight and understanding on how and when they use water. It is easy to use, and can be customized to meet each customer's unique needs.

Once you activate your free account, you will gain access to several customer-driven features.



Plus, the mobile-friendly interface is designed to work on desktops, cell phones, and everything in between.

You can learn more about the utility customer portal at:

www.granbury.org/utilities

If you need assistance activating your account, please feel free to call City of Granbury staff at (817)573-1114, or visit the friendly staff at Granbury City Hall at 116 W. Bridge St.

Sincerely,
City of Granbury Utility Administration Staff



HOW CAN YOU USE THE PORTAL?

MONITOR USAGE

Monitor water usage and investigate possible leaks or continuous water flow, such as a running garden hose or leaky water pipe.

GET PRECISE, FREQUENT READINGS

With more frequent meter readings, as opposed to just monthly readings, you can make necessary adjustments sooner to reduce and manage costs.

SET CUSTOM ALERTS

Notifications

Users can set customized text and email alerts to keep up with water usage for a specific time range and/or usage amount they set.

Daily, Monthly, Annual, or Billing Cycle Usage Alerts

Set alerts for when you are using more than a given amount of water in a specific time range.

Vacation Alerts

Set alerts for when usage has occurred at your home while you are away.

www.granbury.org/MyUsage

HOW TO ACTIVATE

your **FREE** utility customer portal account

1

WWW.GRANBURY.ORG/MYUSAGE

Activate your utility customer portal by visiting www.granbury.org/myusage.

2

NEED TO SET UP AN ACCOUNT?

Click "Need to set up an account" at the bottom of the screen.

3

ENTER YOUR INFORMATION

Enter your email and utility account information.

Once you finish setting up the account, you can access you water usage information anytime, anywhere!