



We would like to welcome you to the City of Weatherford and provide you with some useful information. You can also visit our website [www.weatherfordtx.gov](http://www.weatherfordtx.gov) for additional information and services offered by the City of Weatherford. The hours of operation for the Utility Billing Department are Monday-Friday, 7:30 am-5:00 pm. We can be contacted at 817-598-4225 during regular business hours and at 817-598-4257 after hours for emergencies.

Your 1<sup>st</sup> bill will reflect a \$30.00 connection fee. Bills are generated on the 10<sup>th</sup>, 20<sup>th</sup>, and 30<sup>th</sup> of each month depending on your address. Each bill is due 10 days after issuance regardless of the nature of the service, unless such day falls on a holiday or weekend, in which case the payment is due the next business day.

You may pay your bill by mail, in person at 303 Palo Pinto Street, online 24 hours a day at [www.weatherfordtx.gov](http://www.weatherfordtx.gov) using Visa, MasterCard or Discover or over the phone 24 hours a day with the IVR (Interactive Voice Response) at 817-598-4225 using Visa, MasterCard, Discover or electronic check. ACH can be set up with a check from your financial institution. There is also a night deposit box located on Davis Street (on the west side of our building). We accept cash, personal checks, money orders, debit cards and credit cards. We also offer a mobile payment site and an additional website for payments. Payment and Customer Portal: <https://ipn.paymentus.com/cp/wmus>  
Both apps are available:

App Store: <https://itunes.apple.com/us/app/city-of-weatherford/id1063354548?ls=1&mt=8>

Play Store: <https://play.google.com/store/apps/details?id=com.paymentus.client.wmus>

Voluntary curbside recycling is offered at a cost of \$2.50 per month plus sales tax. There is a non-refundable cart fee of \$10.00 plus sales tax (senior citizens are exempt). Collection is once weekly on one of your regular collection days. Please contact Utility Billing to set up service at 817-598-4225.

Your garbage days will be \_\_\_\_\_ & \_\_\_\_\_. Please have your garbage bagged and at the curb by 7:00 am. Bulk garbage pickup is offered once a month. Your week for bulk garbage pickup is the \_\_\_ full week of each month. You are eligible to receive up to 6 cubic yards free each year. Garbage bags are delivered twice a year in March and September to our residential customers who pay for City of Weatherford sanitation services. You may purchase 2 additional rolls every six months at \$6.00 per roll. They can be purchased at the Utility Billing Department located at 303 Palo Pinto Street. If you have questions or concerns related to sanitation services, please call 817-598-4145.

The City of Weatherford Utility Assistance Program is designed to assist other utility customers in times of need. This assistance is provided by a voluntary contribution determined by you to be billed each month to your utility account. Funds collected through this program are forwarded to and administered by a local non-profit charitable organization. If you would be interested in participating in the program, please contact Utility Billing at 817-598-4225.

Should you need to establish gas service, it is provided by Texas Gas Services. They may be reached at 1-800-700-2443.

To receive important communications from the City of Weatherford please visit our website, [www.weatherfordtx.gov](http://www.weatherfordtx.gov) and sign up for Blackboard Connect on our homepage.

