

## Customer & Utility Services Office

The office is located at 405 N Rusk St., Sherman, TX. Office hours are Monday–Friday 7:45 am–5:00 pm, excluding holidays. The phone # is 903-892-7237, fax # is 903-892-3130, and website is [www.ci.sherman.tx.us](http://www.ci.sherman.tx.us).

### Contact Info & Important Numbers

City Clerk	903-892-7205
Customer & Utility Svcs	903-892-7237
Automated Phone Pmt	877-631-7798
Emergency Aft Hrs (fees may apply)	903-892-7258
Solid Waste/Trash Recycling	903-892-7261
Water Quality	903-892-7258
Street Dept	903-892-7260
Sherman Police/Fire	903-892-7290



## Trash Service Information

- Two Containers = (1) 2 Trash Carts, OR (2) 1 Trash Cart & 1 Recycle Cart. Recycle carts will have a yellow lid and are picked up bi-weekly.

For Bulk Trash and/or recycle schedules, visit the City of Sherman's website [www.ci.sherman.tx.us](http://www.ci.sherman.tx.us), Solid Waste & Recycling Services or contact Solid Waste at 903-892-7261.

## Customer & Utility Services Dept

405 N Rusk St  
PO Box 1106  
Sherman, TX 75091-1106  
Phone: 903-892-7237  
Fax: 903-892-3130  
[www.ci.sherman.tx.us](http://www.ci.sherman.tx.us)

## Customer & Utility Services Dept

## Information for New Residents



405 N Rusk St  
PO Box 1106  
Sherman, TX 75091-1106

# What You Need To Know About Your Utility Bill

## Monthly Billing

The City of Sherman bills monthly for water, sewer and trash services. Bills are generated the last business day of each month with a due date set for approximately 21 days from the bill date. If payment is not received by the due date shown on the utility bill, a 10% late fee is applied to the account. A Courtesy Notice is then generated and mailed, which includes the late fee and the date to pay the past due balance to avoid interruption in service and additional fees.

## Water/Sewer/Trash Rates

Current rates are available via the City's website.

Minimum charges apply for all services. Residential water and sewer minimums are based on the size of water meter and include 0-1,500 gallons of water. Each residential unit should have (1) two trash containers, OR (2) 1 trash container & 1 recycle container (yellow lid). To opt in/out of recycling, visit the City's website at [www.ci.sherman.tx.us/Recycle](http://www.ci.sherman.tx.us/Recycle). Customers age 65 and over or physically unable may qualify to be exempt from recycling (opt for one trash container). For more information go to [www.ci.sherman.tx.us/254/Rates-Fees](http://www.ci.sherman.tx.us/254/Rates-Fees).

## Payment Options

Customers have several payment options including automated payments. The city accepts payments via cash, check, money order and credit cards (Visa, MC and Discover). Electronic checks are also accepted via the automated phone payment option.

**Automatic Bank Draft:** With this option, the amount due is automatically deducted from a checking or savings account. There is no fee for this automated payment option. Simply complete a bank draft enrollment form and submit along with a voided check. The enrollment form is available on the City's website or by contacting the Customer & Utility Services Dept.

**Credit Card Draft.** Similar to the bank draft, the credit card draft program allows utility bills to automatically be charged to a Visa, MasterCard or Discover credit card. There is no fee for this automated payment option. Enrollment information is available on the City's website or by contacting the Customer & Utility Services Dept.

**Online Payments:** This payment option accepts Visa, MasterCard and Discover credit cards. Customers must register with the City of Sherman website at [www.ci.sherman.tx.us/water\\_dept.asp](http://www.ci.sherman.tx.us/water_dept.asp). Registered customers have 24/7 access to up-to-date billing, payment and consumption information. Online payments incur a \$1.25 convenience fee per transaction.

**Phone In:** Payments may be made through an automated payment system by calling 1-877-631-7798. You will need your utility account number and service address number to access the account. Accepted payment types are Visa, MC or Discover, as well as Electronic Check. There is a \$1.25 convenience fee per transaction.

**Mail/Office:** Customers may mail payments to the address listed on the monthly statement payment coupon. Office payments are accepted Monday – Friday, 7:45 am-5:00 pm at the Customer & Utility Services Dept located in the Municipal Building, 405 N Rusk St.

The City also has three payment drop boxes - (1) north side of Municipal Building; (2) parking lot of City Hall at 220 W Mulberry; and (3) first floor, northeast hallway of the Municipal Building.

## Your Water Meter

Water meters are read monthly via an electronic device installed on the water meter. Transmitted reads are collected and transferred to the billing system. All accounts are audited for high/low consumption to ensure proper billing of accounts.



## Go Green with eBill

Receive your monthly utility bill electronically!

Enrollment options are:

- Internet ([www.ci.sherman.tx.us](http://www.ci.sherman.tx.us)) - You must first register with the City's website and add your utility account for online access/payments. To register, click Pay Online button located on the left navigation bar. After completing the process, login and click "Sign up for e-Billing" under Online Services.
- Download, complete and submit an eBill Enrollment Form available on the City's website.

When your monthly statement is generated, the statement will be sent in PDF format to the designated email address.

## Notify Me

Subscribe to "Notify Me" for the Customer & Utility Services Calendar and receive email and/or text messages when your bill is due and new bills are generated. Visit [www.ci.sherman.tx.us](http://www.ci.sherman.tx.us) and click Notify Me.