

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 and website is www.ci.sherman.tx.us.

Contact Info & Important Numbers

City Clerk	903-892-7206
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/Sewer Trouble	903-892-7258
Street Dept.	903-892-7260
Sherman Police/Fire	903-892-7290
Bulk Waste fees	903-487-5996



Trash Service Information

- Two Containers = (2) Trash Carts, picked up weekly
- Residential Drop-Off available for presorted recycling materials
- At the Drop –Off facility, the City charges per cubic yard of loose material, including lumber, furniture, brush, limbs, vehicle tires, appliances and car batteries.

Bulk Trash and/or Recycle details and schedules, visit the City of Sherman’s website: www.ci.sherman.tx.us, or contact Solid Waste at 903-892-7261.

Customer & Utility City of Sherman

405 N Rusk St
PO Box 1106
Sherman, TX 75091-1106
Phone: 903-892-7237
www.ci.sherman.tx.us

Email: ShermanUtility@cityofsherman.com

City of Sherman Customer & Utility Services Department

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 two (2) regular trash containers. For more information, please go to www.ci.sherman.tx.us/254/Rates-Fees.

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.

Know your water usage, register by taking a picture of the QR code → and follow the steps, you will need information from your water bill.



Payment Options

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. at 903-892-7237.

It may take up to 2 billing cycles for the bank draft to be implemented. Once your bank draft is in effect, your monthly statement will be noted as "Bank Draft - Do Not Pay."

Online Payments or (Credit Card Drafts—Online Only):

With these options, you can make one-time, scheduled, or Automated Draft payments, with your Visa, MasterCard, Discover credit or Debit Card. Online payments incur a \$1.25 convenience fee per transaction.

Customers must register with the City of Sherman website or take a picture with their phone of the QR Code.

Registered customers have 24/7 access to up-to-date billing, payment and consumption information.

**Register Online:
Take a picture of the QR code
and follow the steps, you will need
information from your water bill.**



www.municipalonlinepayments.com/shermantx

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 Debit Card, Visa, MC or Discover, as well as Electronic Check. There is a \$1.25 convenience fee per transaction.

Mail/Office: Customers may mail payments PO Box 1106, Sherman TX 75091-1106. 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 two payment drop boxes - (1) north side of Municipal Building and (2) first floor, northeast hallway of the Municipal Building.



Go Green with eBill

Receive your monthly utility bill electronically!

Enrollment options are:

- Internet (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
 - Email Form: ShermanUtility@cityofsherman.com
- 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 and click Notify Me.