Information for New Residents

City of Sherman
Customer & Utility Services Department

Contact Info & Important Numbers

City Clerk 903-892-7206
Customer & Utility Svcs 903-892-7237
Automated Phone Pmt 877-631-7798
Emergency Aft Hrs 903-892-7258
(fees may apply)
Solid Waste/Trash 903-892-7261
Recycling
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
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.

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.