



Granbury Utility Billing Services

As families and communities face the challenges of COVID-19,

the City of Granbury wants to ensure our customers have the services they need, while keeping your families safe.

- **City offices will reopen Friday May 1, 2020 with health checks upon entry. M-Th 7:30-5:30 F 8-5**
- **All Utility Payments will be due on the Regular Due Date.**
- **Bills will be processed as normal.**
- **Late penalty will not be assessed at this time, however, to prevent possible service interruption, please ensure your payment is made on time.**

Payment Options:

Drop boxes are located at 116 W Bridge Street (check only):

Drive up: Green Box labeled Utility Payments in the parking lot near the USPS mailbox.

Night drop: Box located near the City Hall front entrance to the right.

Cash payments NOT RECOMMENDED – any extra amount will be applied as credit. Any balance less than \$20 owed is not subject to penalty and will roll over to your next bill. Please pay as close to the bill amount as possible when dropping payments in drop box by the door.

Mail Payments to PO Box 969, Granbury Texas 76048. Payments will be processed daily.

Online:

www.granbury.org/payments

We encourage customers to create an account online. You will need your account number and last payment amount. The quick pay option is available but not recommended.

By Phone:

1-866-201-5074

If you need your account number and/or last payment amount please email, utilitybilling@granbury.org or call 682-500-1777. Limited staff will answer emails and calls. Please leave a message. If no one answers, your call will be returned as soon as possible.

New Service:

Please complete the new service application at www.granbury.org/newservice and submit by email to utilitybilling@granbury.org. Please include a copy of your driver's license and a Letter of Credit. If you are renting or leasing, a copy of your lease is also required. If deposit required (\$300.00), it will be billed on your first utility bill. **New service applications may take longer than usual, please email with questions - utilitybilling@granbury.org**

Disconnect Service:

Please email utilitybilling@granbury.org with account number/address; disconnect date, and forwarding address.

Disconnection of service may take longer than usual, please email with questions. - utilitybilling@granbury.org

General Utility Information:

Please email utilitybilling@granbury.org or call 682-205-1777.

Limited staff will answer emails and calls. Please leave a message, staff will be returning your call as soon as possible.

Please know, all essential City services will continue without interruption. The City will continue to assess the risk and will keep the public informed of any future changes related to COVID 19.

The City's emergency utility answering service number is **(817) 588-0488**.

Please continue to check our website and social media for any important updates - www.granbury.org