



Water Department

Water Department

The Water Department is responsible for setting up new accounts, reading meters and processing bills and payments. Questions about establishing new service, disconnecting service or billing should be directed to the Water Department at 817-626-5421.

Apply for Water Service

To set up your water service with the City please fill out the Water Service application and the Water Confidentiality Disclosure and either bring it into City Hall (CURRENT HOURS: Monday - Friday, 8am-5pm) or email it to breaes@riveroakstx.com. All applicants must provide a copy of their Government issued ID and completed application for water service. If renting a property, please provide a copy of your lease agreement. If you are purchasing a home, we will need your closing documents from the sale (not the Warranty Deed).

All properties may be subject to a Certificate of Occupancy Inspection. If the property has not been inspected by the Fire Marshal/Building inspector within the last year, you will need a new Certificate of Occupancy. The inspection is \$50 and will be scheduled at the same time as the connection of city water. Someone will need to be present for the inspection and for the connection of water, a signature will be required by someone 18 or older. Appointments for the inspection do book 2 to 3 days out.

Water Service Information

The city has two utility cycles and is billed monthly. Cycle 1 customers are billed on the 30th and payments are due on the 15th. Cycle 2 customers are billed on the 15th and payments are due on the 30th. If the bill is not paid by the due date, a late charge of \$5.00 or 10% (whichever is greater) will be added to the bill. Failure to receive a bill or payments that are delayed in the mail does not void a late charge.

Contact

Monday—Friday, 8am—5pm
(Closed City Holidays)

Phone # 817-626-5421
For Spanish dial ext. 315

Mailing Address:
4900 River Oaks Blvd.
River Oaks, TX 76114

[Water Service Application](#)

[Water Confidentiality Disclosure](#)

[Certificate of Occupancy Application](#)

[Disconnection Request Application](#)

[Elderly Delay of Bill Application](#)

[Payment Arrangement Request](#)

[Water payment website](#)

There is a transfer fee of \$25 on accounts transferring from one location to another within the City. There is also a charge of \$35.00 on all returned checks. To terminate services, please fill out the Request for Disconnect application and submit the request in written form. You may email, fax, mail it or come in person. Please include the date to final and a forwarding address. Disconnection may only be done by the main account holder, a government Issued ID must accompany the disconnect request. The current bill will need to be paid in full at the time of disconnection. Water bills are billed a month in arrears so you will receive a final bill and your deposit will be taken out of the final bill.

The Water Department Office hours of operation are Monday through Friday, 8:00a.m. – 5:00 p.m. Payments may be made in person at City Hall by cash, check, money order or credit card (MasterCard or Visa only). Pay online on the city web site with Visa or MasterCard. A night drop is conveniently located at the front of City Hall, 4900 River Oaks Blvd.

Bill Delay for Elderly

An elderly individual may request that the utility implement the delay pursuant to Section 182.002 of the Utilities Code for the most recent utility bill; or for the most recent utility bill and each subsequent utility bill.

PROOF OF AGE: The Utility may require that an individual requesting a delay under this section provide reasonable proof that the individual is 60 years of age or older.

Arrangement for Delinquent Water Accounts

You are allowed 4 payment arrangements per year subject to the approval of the City Secretary or City Managers approval. You are able to apply for a payment arrangement the day after your bill is late. The person making application must be on the water account and show a Government issued photo ID.

Residential Sewer Rate Averaging December Through February

Each year the City of River Oaks averages the water consumption of the December, January, and February billing periods to recalculate sewer charges. These months are used because typically residents do not have a high outdoor water demand and are considered to be the lowest overall water use.

The new winter sewer average goes into effect on the April billing and that will be the new monthly sewer charge for the next twelve months.

If you have any questions or if you have a leak during this time, please contact the Water Department at 817-626-5421.