

Willow Park Water Works
516 Ranch House Road Willow Park, TX 76087
Phone: 817-441-7533 Fax: 817-441-6900

Office hours: Monday through Friday from 8:00 am to 5:00 pm. All Offices are closed from 12:00 to 1:00 for lunch.

Deposit: A refundable deposit is required to start your service.

New Account Service Charge: A non-refundable new account service charge is required.

Water Rates: Your monthly bill is calculated based on a combination of a flat monthly rate (based on meter size) and a variable volume charge (per 1,000 gallons) based on consumption during the billing period. A water rate schedule is available for your reference.

Senior/Disabled Discount: Seniors age 65+ and/or disabled persons (as defined by Art. VIII, Section 1-b, TEXAS CONSTITUTION) are eligible for a 25% discount on up to the first 7,500 gallons of water monthly. To be eligible you must provide proof of age or disability and proof of household status. Discounts are effective upon acceptable proof received in our office.

Sewage Rates: Your monthly bill is calculated based on your winter average. Your water consumption during the months of December, January, and February is averaged and provides the base unit for your sewage charges. Calculations occur each March. Your sewage rate will remain the same until the following March, Provided you do not change addresses. A city wide average of 6000 is used for all new accounts until an average is established by the customer.

Garbage Service: If garbage service is provided for your address, it will be billed with your water. The monthly rate is \$15.99 (\$14.77 for service and \$1.22 for taxes). Be sure to have your garbage out by 6:30 am to ensure collection. Collection days are Tuesdays and Fridays of each week. If the collection day falls on a holiday, you will not have collection until the next scheduled collection date. Recycling service is provided along with your garbage service. Recycling collection is once per week on Tuesdays.

Forms of payments accepted: We accept cash, check, money orders and credit/debit card payments at the office or you can pay with a credit/debit card or ACH on our website www.willowpark.org under utility billing. We do not accept temporary or two-party checks. There is a 3% convenience fee for credit/debit card payments. This fee is charged by the credit card company not by the city.

Due Dates: Payments for water/trash services are due in full no later than 5:00 pm on the 10th of each month. Should the 10th fall on a weekend or holiday when the offices are closed, payment will be due the following business day. Payments may be mailed, hand delivered during office hours, or placed in the night drop box in the parking lot. We are not responsible for cash left in the night drop box.

Water Emergencies: If you have an emergency after office hours please call the water emergency phone number 817-773-4594.

USPS Contract Unit: There is a USPS Contract Unit located within the City's offices for your use and convenience. We are able to accept your stamped mail, sell you stamps, and mail your packages via USPS First Class, USPS Standard Post, USPS Priority Mail, or USPS Express Mail. Pick up is at 3:30 pm. We do not sell packing materials or money orders. *Please note that when the City Hall offices are closed, the USPS Contract Unit is closed. Hours for the Contract Unit are 8:30 am to 4:30 pm. If the offices are closed, you may place your stamped items in the mail box outside. Forms of payment accepted are cash or check, only for the amount of purchase only.