

UTILITY BILLING

WWW.LITTLEELM.ORG/UTILITYBILLING

100 W. ELDORADO PKWY
2ND FLOOR, TOWN HALL
PHONE: (214)975-0480



DUE DATE: WATER BILLS ARE DUE ON THE 20TH EACH MONTH UNLESS THE 20TH FALLS ON A WEEKEND, THEN THEY WILL BE DUE THE FOLLOWING WORKING DAY.

EBILL: GO GREEN "PAPERLESS BILLING"

The Town of Little Elm is happy to offer citizens the ability to receive their water bills electronically (Ebill) via email. To enroll in this program, register online or contact a customer service representative.

ONLINE

Access the online payment system 24 hours a day, seven days a week! In addition to basic contact information, anyone paying a water bill will need their account number and pin number found on your water bill. Payments can be made by Visa, MasterCard, Discover or Debit Card. There is a \$3 convenience fee if paying by phone; online payments are processed immediately at no additional charge.

IN PERSON

Payments may be made Monday-Friday from 8:00 am to 5:00 pm at the Town of Little Elm's Water Billing Office located at:

100 W. Eldorado Parkway
Little Elm, TX 75068

For additional information, please call **(214) 975-0480**. Please note the following payment types will be accepted:

- Cash
- Checks made payable to the Town of Little Elm
- Debit card
- MasterCard, Visa, Discover
- Money orders made payable to the Town of Little Elm

NIGHT DROP

The night drop box is located in front of Town Hall, which indicates that payments deposited after 8:00 am are not processed until the next business day. To avoid penalties and/or service / reconnect fees from being applied to your account, your payment must be made in the office by 5:00 pm on the due date.

BY MAIL

Please allow five to seven business days for payment delivery. If you are mailing your payment, please remember to:

- Include your water bill stub, do not fold, staple, stamp, or write on payment stub
- Make check(s) or money order(s) payable to the Town of Little Elm
- Write your water bill account number on the front of the check and mail payment to:

Town of Little Elm
Water Department
100 W. Eldorado Parkway
Second Floor
Little Elm, Texas 75068-5060

CERTIFICATE OF OCCUPANCY

A Certificate of Occupancy is required when a home is being leased or purchased as a Housing and Urban Development (HUD) / foreclosure. The Certificate of Occupancy can be obtained from the [Building Inspections Department](#) located at Town Hall.

DISCONNECTION OF SERVICE

Customers who are moving from the Town of Little Elm need to call a customer service representative at (214) 975-0480. The final bill will have the deposit applied to it. Accounts with a credit balance will have checks mailed within two weeks after the final statement. Please give the customer service representative a forwarding address.



Utility Information Confidentiality Request Form

Yes, I request my personal and usage information to be kept confidential.

I have read and understand that by checking this box and signing this form that my personal information, utility usage, and the amount billed for utility usage will not be released without my signed request as the account holder. I also know that there are exceptions to this privacy request regarding state and federal officials, utilities, consumer reporting agencies and other entities specified in Section 182.054 of the Texas Utilities Code.

Account Number

Service Street Address

Phone Number

Account Holder Signature

Date

HOW CAN I PROTECT MY PERSONAL AND ACCOUNT INFORMATION?

Texas Utilities Code Section 182.052 requires a government-operated utility to disclose customer information unless the customer submits a written request that their information be kept confidential. To protect your information:

1. **Read** this information and decide if you want your information protected.
2. **Complete** the enclosed form or visit www.littleelmtx.us to print out a form. Check the required box and list your account and address. The account holder, or person whose name is on the bill, must sign the form.
3. **Return** the attached form to the Utility Billing Department. You may mail it with your bill or drop it at one of our locations or email to utilitybilling@littleelm.org.

WHAT DO I DO TO WITHHOLD INFORMATION TO BE RELEASED?

If you have elected to protect your information, the Water Department will release that information only upon your request. A written consent must be submitted to the Water Department. You should indicate what information you want released, and the specific party authorized to receive the information. This allows you the flexibility to control the release of your account information.

ARE THERE ANY EXCEPTIONS TO THE PROTECTION OF THE INFORMATION?

Yes! The Texas Statutes Utility Code, Chapter 182.054 requires the Town of Little Elm to release information to certain entities under certain circumstances. The Town does not need to notify you prior to releasing your account information if any exception applies.