

In March 2020, in response to the COVID-19 Pandemic, the City of Glenn Heights suspended Water Utility Cut-Offs due to non-payment. Beginning March 1, 2022, the City will resume Water Utility Cut-Offs.

Steps to Restore Services:

1. Customer must pay an amount equal to their last Utility Bill charge, plus the \$35 Reconnect Fee and,
2. Customer must establish a Payment Plan for a period of no more than 6 months if the past due balance is \$1,000 or less. If the past due balance is greater than \$1,000, the customer must establish a Payment Plan for a period of no more than 12 months.

Failure to pay the Utility Bill Payment Plan payment amount and current month's Utility Bill charge will result in disconnection of services.

Services will be restored upon payment of Utility Bill Payment Plan payment, current month's Utility Bill charge, and a \$35 Reconnect Fee.

For current balance, please contact the Utility Billing office at 972-223-1690, option 3 or at <https://www.municipalonlinepayments.com/glennheightstx>.

Payment Options:

Mail

Drop Box (Check, Money Order or Credit Card Form)

<https://www.municipalonlinepayments.com/glennheightstx>

\$3.50 Service Fee and \$1.25 Processing Fee

Pay by Phone \$3.50 Service Fee