

EFFECTIVE APRIL 5, 2023 -

THE SERVICE COLLECTION DAY WILL CHANGE TO WEDNESDAYS

Hours of Operation

The City of Eagle Lake Utility Department's regular hours of operation are 8:00 AM to 5:00 PM, Monday through Friday ([excluding Scheduled 2024 Holidays](#)).

Establishing Service

To establish utility service, the City must receive a completed [Utility Service Application](#) for service, proof of identification, proof of ownership or a fully executed rental/lease agreement, and the applicable deposit. Identification must be a valid state- or United States-issued picture identification, and rental/lease agreements must be signed by all parties.

Utility Billing

The City provides billing and collection services for the water, sewer, and garbage services. Water Meters are read on the 15th of every month.

The City of Eagle Lake offers our utility customers automatic bank draft service, a convenient way to pay your utility bill. Through bank drafting, your monthly payment is automatically withdrawn from your bank account on the 10th of each month. You will continue to receive a monthly statement showing your current utility charges. This service is free to our customers.

If you would like your monthly utility bill automatically drafted from your account, complete the [Authorization Agreement for Direct Payments](#) form (ACH Debits). There is NO additional costs for automatic draft.

Pay by Phone - Interactive Voice Response/Text Message 1-888-291-1855.

A 5% "Convenience Fee" will be assessed for all credit card transactions. The online payment service provider will also add a nonrefundable fee, \$1.25 for utility

After Hours Information

The City of Eagle Lake Public Works Department provides 24-hour emergency services. To report emergencies after normal business hours, weekends, or holidays, please call (979) 732-2388 or (979) 310-3051 and the appropriate Public Works personnel will be contacted.

Disclosure of Information

[Utility Policy & Customer Information](#)

[Utility Service Application](#)

[Authorization for Direct Payments \(ACH Debits\)](#)

[Bulk Water Application](#)

[Sewer Averaging Adjustment Request Form](#)

[Master Fee Schedule](#)

[Disclosure of Information](#)

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[Utility Clerk](#)

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