



**DUE TO THE COVID-19 VIRUS
THE LOBBY WILL BE TEMPORARILY CLOSED UNTIL FURTHER NOTICE**

Customers who regularly visit the lobby have several options to pay their bills to include:

Payment Options

- Pay online www.txkusa.org/twu
- Pay by Phone 1-844-813-4729
- Auto Draft (this free service allows us to draft from your checking or savings account each month the amount of the water bill on your due date. You will receive a bill each month prior to the due date that will tell you how much will be drafted). If you wish to sign up for Auto Draft, complete the enrollment form online http://twu.txkusa.org/documents/customerservice/auto_draft.pdf and either email or print the enrollment form and return it to our office.
- Drop Box - For our customers who simply drop off their payments each month using their canceled checks as receipts, there is a drop box location for your convenience. The drop box is located in the alley between Martin Luther King Jr. Blvd. and West 9th Street behind our main office at 801 Wood Street in Texarkana, Texas. Simply turn right into the alley off of Martin Luther King, Jr. Blvd. and the drop box is located by the electric pole on the driver's side of the alley. The drop box is emptied twice a day with the final collection at 5:00pm each business day. Anything placed in the drop box after 5:00pm will be posted to your account on the next business day. Payment envelopes are not provided at this drop box location.
- Night deposit at drive-thru window after 5pm will post the next business day. Payments made during business hours will post the same day.
- **7:30 am-5pm the drive-thru window will be open as usual.**

Shut Offs

Until further notice shut offs for late payments will be suspended. However, customers will be responsible for their bills.

New Service

To set up new service, please call (903) 798 3800 or email: customerservice@txkusa.org

Engineering

Customers who visit the Engineering Department to set up accounts for new meters, need location maps and/or tapping permits please call (903) 798 3829.

Environmental

To purchase Backflow Tester Books and Manifest Books and enquiries on Backflow Testers, Permits and Plumbing Inspections please call (903) 798 3870.

Texarkana Water Utilities apologizes for the inconvenience.