

Billing FAQ's

How do I calculate my bill? You can download the flyer [How to read your water bill](#) for a detailed how-to on figuring out your water and sewer charges.

Why is my bill high only part of the year? Increased water usage during the summer months will cause your water bill to be higher.

Do you actually go out and read the meters? Yes. Meters are read on a monthly schedule.

Can I make advance payments on my bill? Yes. We do accept advance payments on your water/sewer account but not on your MUD tax. The advance payment will show on your account as a credit balance.

Can I have my payment withdrawn from my bank account? Yes. You can download the [Authorization Agreement for direct withdrawal payments by visiting our forms page](#), or you can stop by the office and pick one up. Call Customer Accounts at 855-H2o-SAVE (855-426-7283).

When is my bill due? Bills are mailed out by the last day of each month and are due on the last day of the following month.

Where and how can I pay my bill? Your bill can be paid online, in person, placed in the outside drop box, mailed to the office, or directly withdrawn from you bank account. The address is 2455 Lake Robbins Drive, The Woodlands, Texas 77380. If you prefer direct withdrawal, You can download the [Authorization Agreement for direct withdrawal payments by visiting our forms page](#) We also accept VISA, Mastercard, Discover and American Express in person, over the phone and on our website. You can also pay by credit card or echeck by calling our automated payment line at 855-H2o-SAVE (855-426-7283).

Can I make payment arrangements? Payment arrangements can be made once a year on a case-by-case basis. Contact your Customer Accounts Representative at 855-H2o-SAVE (855-426-7283) for help with this matter.