

Lake Worth Utility Billing

(817) 255-7900

Monday-Friday 8:00 AM to 5:00 PM

ub@lakeworthtx.org

New Service Information

The water department offers the following services: water, sewer, trash, and a voluntary contribution for park improvements. If at any time you decide that you do not want to continue the park contribution, please call the water department and request that we stop including that charge on your bill.

Your water bill is mailed the last week of the month. If you have not received it by the 5th of the month, you are responsible for contacting the City of Lake Worth utility billing department to find out the amount you owe. Your balance is due upon receipt and you have until the 15th of the month to pay without penalty. After the 15th of the month, you will be charged a late fee of \$10.00 or 10% of the amount due (whichever is greater) and your service is subject to disconnection.

SETTING UP YOUR ACCOUNT

We require an application and photo ID on both residential and commercial water accounts. These applications are available in the Utility Billing Office at 3805 Adam Grubb or online. We also require a deposit on all water accounts. Residential deposits are \$100.00 for property owners and \$175.00 for renters. Commercial deposits vary depending on the type of business for which service is being requested. There is also a \$20.00 nonrefundable new service fee on all accounts.

Property owners must submit a copy of their deed to qualify for the property owner's deposit amount. Renters must submit a copy of their rental / lease agreement. All rental properties must apply for a rental inspection before a water account can be set up. Either the homeowner or the renter may set up the account. The property owner must sign a form authorizing the rental inspection and pay all applicable fees before the inspection can be done. For more information on rental inspection fees and requirements, you may contact the Permits/Inspections department at (817)255-7920.

The City of Lake Worth has implemented an Identity Theft Policy to help ensure the protection of its customers and potential customers. When setting up a water account, strict guidelines are adhered to, according to the policy. To view the policy, please contact the Utility Billing Clerk.

TRANSFERRING YOUR ACCOUNT

When you need to transfer your water account from one address to another in Lake Worth, there is a \$20.00 transfer fee. The \$20.00 fee must be paid at the time the transfer is requested. A new application and service agreement must also be provided at the time the transfer is requested, and you must provide proof of ownership. If you are not the owner, there must be a current rental inspection on the property you are moving to and you must bring your lease/rental agreement before service can be transferred. Your water deposit will be transferred to your new account. An additional deposit amount may be required based on customer payment history.

For Homeowners:

- ☐ Completed Application
- ☐ Completed Residential Application
- ☐ Completed Confidentiality Agreement
- ☐ Warrantee Deed or Deed of Trust
- ☐ Picture ID
- ☐ \$100.00 Deposit + \$20.00 nonrefundable new service fee

For Renters AND Lease to Own:

- ☐ Apply for Rental Inspection
- ☐ Completed Residential Application
- ☐ Completed Service Agreement
- ☐ Completed Confidentiality Agreement
- ☐ Lease/Rental Agreement
- ☐ Picture ID
- ☐ \$175.00 Deposit + \$20.00 nonrefundable new service fee

For Real Estate Agents:

- ☐ Contract between Agent and Owner
- ☐ Completed Residential Application
- ☐ Completed Service Agreement
- ☐ Completed Confidentiality Agreement
- ☐ Picture ID
- ☐ \$100.00 Deposit + \$20.00 nonrefundable new service fee

For 24 Hour Temp Service

- ☐ Contract between Agent and Owner or Warrantee Deed or Deed of Trust
- ☐ Pay \$25.00 fee
- ☐ Picture ID
- ☐ Completed Temp Water Application
- ☐ Completed Service Agreement

For Commercial Owners/Tenants

- ☐ Apply and pay for Certificate of Occupancy
- ☐ Completed Commercial Water Application
- ☐ Completed Service Agreement
- ☐ Completed Confidentiality Agreement
- ☐ Picture ID
- ☐ Deposit varies on type of Business + \$20.00 nonrefundable new service fee