



## Water FAQ'S

Why did I receive my bill for August instead of September?

We use a third-party system to create, print and mail out the water bills. Unfortunately, our third-Party company mailed out the August bill instead of the bills for September. We are working hard to resolve this issue and mail out the September bills as soon as possible.

How much do I actually owe?

Unfortunately, we are having system issues that do not allow us to access the September bill. We are working to resolve this issue, and are hoping to be able to view the account balances by the end of the week. At this time, we are unable to view the balance of your account but you are welcome to check in at the end of week when we will

Will my water be Cutoff?

No. We are working diligently to resolve this issue and understand that this is something that is happening on our end. We will adjust late fee dates/ due dates to reflect the time it took us to resolve this issue.

Can I pay even if my balance shows \$0.00?

Yes. You are welcome to pay ahead of time especially if your bill remains a consistent amount each month. The amount that you pay will be applied as credit onto your account. Once the issue with the September bills is resolved, the amount you paid will be applied. If you overpaid, the extra amount will be applied to your next bill. If you still owe a balance, you are welcome to pay the remaining balance once we are able to access your bill. You are welcome to pay online at [www.kirbytx.org](http://www.kirbytx.org) or come in-person at 112 Bauman St, Kirby, Texas, 78219