



Dear Kirby Water Utility Customer,

We sincerely apologize for any inconvenience caused by the recent oversight in recording mailed water utility payments. Due to the high volume of payments received via mail and city hall drop boxes, our limited staff was unable to manually process all transactions promptly. If you made a payment by the **March 15, 2024** deadline, rest assured that your account remains active, and your water service will not be interrupted. Any late fees associated with these payments will be waived.

To check your payment status or account balance, you have two options:

1. Visit our website at www.kirbytx.org and verify your account balance.
2. Visit city hall during business hours (Monday to Friday, 8:00 am to 5:00 pm).

To avoid water service cut-off, please ensure that any remaining unpaid delinquent balance is submitted in full by the cut-off deadline of **Wednesday, April 3rd, 2024, at 9:00 a.m.**

On **April 3, 2024**, web-based and phone payments will be temporarily suspended to allow for the processing of late payments from credit card companies (which may experience a 24-hour delay). Payments made on the deadline cut-off date must be done in person at city hall by 5:00 pm to ensure your water service is restored by 7:00 pm the same evening.

We appreciate your timely water utility payments, which contribute to maintaining the quality of our water system in compliance with Texas Commission on Environmental Quality requirements. Thank you for your understanding and cooperation.