

Welcome to Whitesboro's Utility Billing Department

Welcome to the City of Whitesboro's Utility Billing Department!

Online Bill Pay Service is now here and available by clicking the following link <https://www.municipalonlinepayments.com/whitesborotx/utilities>. In order to utilize this service, you will need to know your Utility Account Number and the last payment amount on your utility account. You may pay at City Hall using cash, check, debit/credit card and/or money order. A night drop box is available on the East side of the Building and phone payments are also accepted. The City of Whitesboro also offers automatic bank draft and forms are available at City Hall.

The City of Whitesboro provides the water, electric, sewer, and trash for those inside the city limits. If you are moving to the City of Whitesboro and would like to start service, please call (903) 564-3311 for more information regarding services available and deposits required. You will need to bring a photo ID along with deposits to Whitesboro City Hall, located at 111 W. Main St. downtown Whitesboro. For same day services, we ask that you arrive no later than 4:00 pm that day. Our hours are Monday – Friday from 8:00 am to 5:00 pm and do not close for lunch.

All utility bills are processed and mailed out the last working day of each month and are due in the office by 5:00 pm on the 10th of the following month. All online payments made after 5:00pm are posted within 24-48 hours and may vary with weekends. Should you not receive your utility bill in the mail by the 3rd or 4th of the month, please call us at (903) 564-3311 to get your bill amount. Failure to receive bill does not entitle payment without penalty. 10% penalty if not paid by 5:00 pm on the 10th. Service will be disconnected if not paid by 10:00 am on the 22nd.

All extension request must be in our office and in writing by 5:00 pm on the 21st. Extension forms are available by clicking Utility Extension Request | City of Whitesboro Texas. Failure to turn in an extension request by 5:00 pm on the 21st will result in an extension not being granted and utility account subject to disconnect for non-payment.

If you currently reside and receive a utility bill from the City of Whitesboro and are moving to another address in town, and/or are disconnecting services, please call (903) 564-3311 for more information or you may follow the links below. Services are only turned on and/or off Monday – Friday between 8:00 am and 4:30 pm.

To disconnect services, please click <https://www.whitesboro.org/publicworks/page/utility-disconnect-form>.

To transfer services, please click <https://www.whitesboro.org/publicworks/page/utility-transfer-form>.

If you are receiving any energy assistance, please call the office at (903) 564-3311 for further assistance.

For small business / large commercial utility services, please call (903) 564-3311.

CONSTRUCTION SITE AND COMMERCIAL ROLL OFFS

The City of Whitesboro has a franchise agreement with Frontier Waste, therefore no outside roll off companies are allowed to provide service to any address within the City limits. All roll off dumpsters MUST be requested and supplied through the City. Requests must be made via email for setting up accounts, requesting dump and returns, and canceling accounts. We will no longer schedule deliveries, dumps, and pick ups over the phone.

PLEASE EMAIL all requests to: SOLIDWASTE [at] WHITESBOROTEXAS.COM (subject: Dump%20and%20Return)

[Click here to inquire about Dump and Return requests:](#)

SOLIDWASTE [at] WHITESBOROTEXAS.COM (subject: Cancel%20Roll%20Offs) (Click here to cancel Roll Offs:)

If it is outside our normal business hours and you are experiencing a water emergency and/or power outage, please call (903) 564-3585 and speak to the Dispatch Office.

Roll off Request Form

[Roll off Request Form](#)

[View PDF](#)