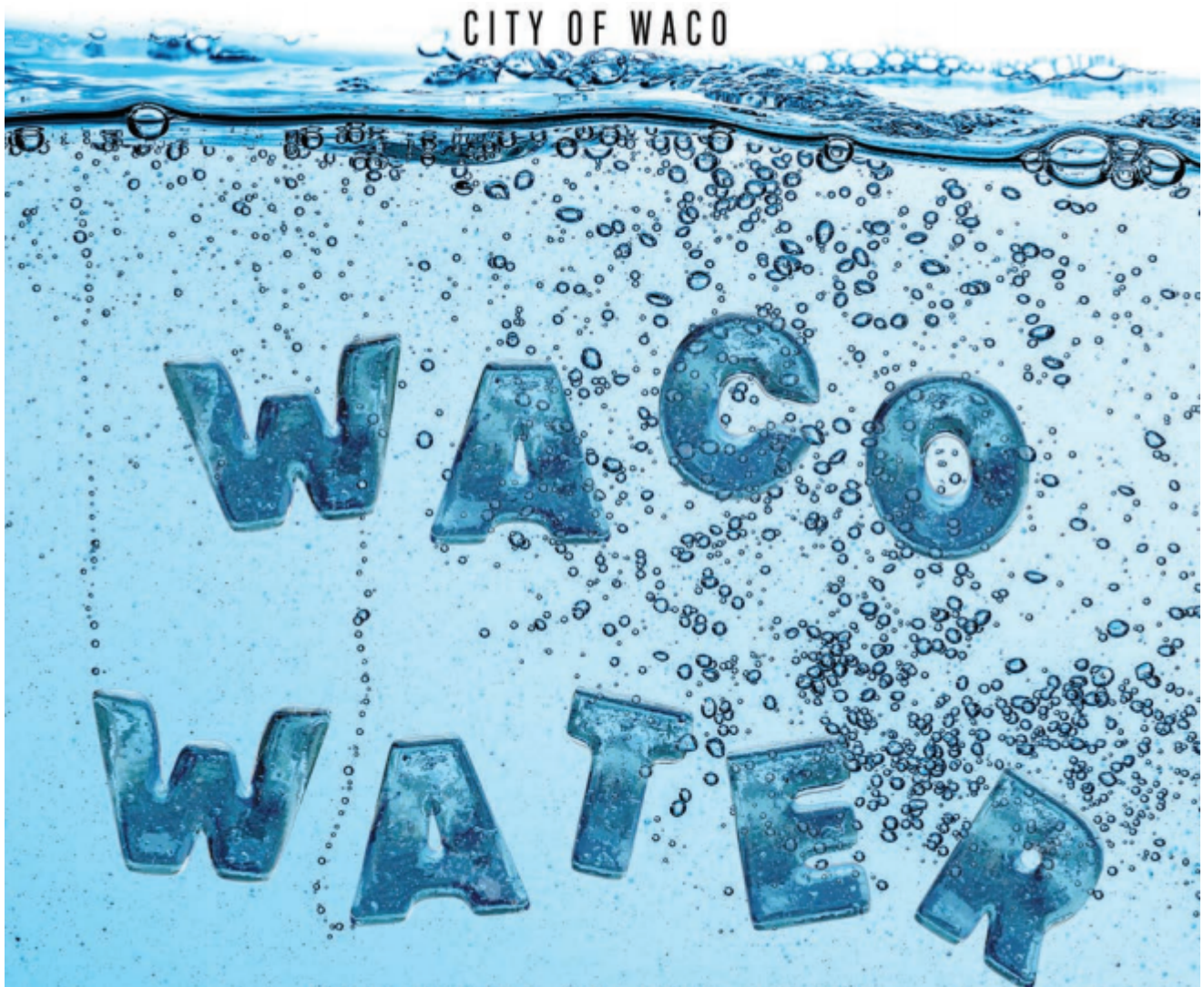


Utility Services



Accessing Your Account – Paying Your Bill

Access your account through the website to pay online, view your consumption history or even sign up for e-Bill and receive your monthly bill by email.

New users, click ***Online Account Access*** below, then click ***New User*** and follow the on-screen instructions.

**Due to nightly maintenance, payments cannot be processed between the hours of 1:00 a.m. – 3:00 a.m.
We apologize for any inconvenience.**

Pay Bill – Online Account Access

For first-time access, you will need the following numbers which are located on your monthly bill:

1. water account number
2. cycle-route number

Visa, Mastercard and Discover are accepted payment methods.

Questions?

[Send us an email](#) or call [\(254\) 299-CITY \(2489\)](#)

[View a sample water bill](#)

Other ways to pay:

City of Waco Water Office

425 Franklin Avenue

Waco, Texas 76701

Lobby: Monday – Friday 9 a.m. to 5 p.m.

Drive-Thru: Monday – Friday 7:30 a.m. to 5:30 p.m.

HEB Stores

9100 Woodway Drive, 1301 Wooded Acres Dr.

801 N. IH-35, 1821 S. Valley Mills Dr.

3801 N. 19th St.

Automatic Bank Draft:

You can setup automatic payments through bank draft in your account online.

Pay by Phone:

You may also pay by phone at (254) 299-CITY (2489) with Visa, Mastercard or Discover.

Convenient Ways to Pay Your Water Bill: