

Welcome to the Utility Billing Department of the City of Kyle. The Utility Billing department handles billing for water, sewer, trash, and storm drainage services depending on what service is offered in your area.

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Frequently Asked Questions

Related Questions

Are the water meters tested for accuracy?

The City of Kyle ensures the accuracy of its water meters through regular, third-party audits.

- ? An independent firm conducts annual audits on a sample of meters.
- ? For residential homes using 5/8" meters, the audits consistently show a 99.9% accuracy rate.

?? Meter malfunctions typically result in under-reporting.

If a meter begins to fail, it usually slows down and records less water usage, not more. This means customers may be undercharged rather than overcharged when a meter needs replacement.

? Transponder batteries have an 8-year lifespan.

The transponder, which sends your meter reading wirelessly, is powered by a battery designed to last up to 8 years. If the battery fails, the meter still records usage, but the transmission of data may stop until it is serviced.

Does the city check for under or over average usage?

The Utility Billing Supervisor runs a comprehensive monthly report to monitor all customer accounts for unusual usage patterns.

- If your current usage significantly deviates from your average (e.g., your usual is 8,500 gallons but one month shows 20,000, 2,000, or even 0), your account is flagged for review.
- A City technician is then dispatched to investigate the anomaly at your property.

? Zero usage readings are thoroughly investigated.

If a meter reports zero water usage, the City follows a standard process:

1. A technician re-reads the meter on-site using a hand-held device.
2. They check for physical issues such as debris, standing water, or other obstructions around the meter.
3. A zero reading may point to:
 - A broken meter register (the part that records water flow)
 - A leak or issue on the City's side of the service line

This process ensures accurate billing and helps identify equipment issues or system leaks promptly.

How can I pay my utility bill?

The City of Kyle offers several convenient ways to pay your utility bill:

? Pay by Phone

Call 877-829-9041 to make a payment using our automated phone system.

? Pay Online

Visit the [Utility Billing Payment Portal](#) to make a secure online payment 24/7.

? Pay by Mail

Send a check or money order to:
Utility Billing Department
100 W. Center St.
Kyle, TX 78640

? Use a Dropbox

- Drop off payments (check or money order only—no cash) at one of our secure dropbox locations:

- Dropbox #1: 100 W. Center St., Kyle, TX 78640 (City Hall)
- Dropbox #2: S. Front St., Kyle, TX 78640 (Across from Pizza Classics)

?? Please do not place cash in droboxes.

How do I close my utility account?

To disconnect your utility service, you must complete a Disconnection Form. Please note the following requirements:

- Only the primary account holder can request a service disconnection.
- A valid government-issued photo ID (such as a driver's license) must be included with the completed form.

Ways to Submit Your Disconnection Request:

- In Person:
Complete the form and bring it to the Utility Billing Office at:
100 W. Center St., Kyle, TX 78640
- Email or Fax:
Email or fax the completed form, along with a copy of your Driver's License, to the Utility Billing Office.
(Contact info is located at the bottom of the Disconnection Form.)

?? For customer safety, service disconnection requests are not accepted by phone.

?? Disconnections are processed on weekdays only from 8:00 AM to 5:00 PM, excluding Holidays.

How do I find out if I have a leak?

If you suspect a leak, you can request a City of Kyle technician to inspect your water meter.

? What to look for:

Check the red indicator (leak detection dial) on your water meter.

- If the red dial is moving, even when all water is off inside your home, this typically indicates a leak.

? How to request a meter inspection:

You can submit a leak check request using one of the following methods:

- ? Call: Dial 3-1-1 from any landline or mobile phone within the City of Kyle during business hours to speak with a Customer Service Representative.
- ?? Click: Visit the [Kyle 3-1-1 Online Portal](#) and select “Create a Request.”
- ? Connect: Download the Kyle311 Mobile App from the [Apple App Store](#) or [Google Play Store](#) to submit your request directly from your smartphone.

How do I setup my utility service with City of Kyle?

To begin utility service at a new address in Kyle, you must submit a formal application.

? How to Apply:

- Apply online at: www.2turniton.com
- When prompted, select "Set Up My Water."

The Utility Billing Office will determine which services (water, wastewater, trash) are available based on your address.

? Required Documentation:

- A signed lease (for renters) or
- Proof of ownership (e.g., settlement statement, deed)

?? Applications are not accepted by phone. You must submit documentation at the time of application.

How much is the deposit and service charge to start services?

The City of Kyle provides the following utility services:

- Water
- Wastewater (Sewer)

- Trash Collection

Fees depend on which services you are applying for. All charges must be paid at the time of application.

Deposit and Service Charge Breakdown:

Service Selection	Deposit	Service Charge	Total Due at Application
Water, Wastewater & Trash	\$95.09	\$63.39	\$158.48
Wastewater & Trash Only	\$63.39	\$31.70	\$95.09
Trash Only	\$31.70	\$31.70	\$63.40

Please Note: A \$2.50 electronic processing fee applies to all debit and credit card payments.

I currently have an existing City of Kyle account and would like to transfer services to a new address in Kyle.

If you're moving to a new address within the City of Kyle and need to transfer your existing utility service:

- An active deposit must already exist on the account.
- A [Transfer Request Form](#) must be completed.
- A \$38.04 transfer fee will be charged.
- Both old and new service addresses cannot remain active at the same time for more than 10 days.

What do the "monthly minimum charges" for water and wastewater service cover?

The minimum monthly charge is based on your meter size and is designed to recover fixed costs the Utility incurs to support all customers—regardless of how much water is used or how many days of service are active within a billing cycle (e.g., 1 day, 5 days, 10 days, or the full month).

These charges cover the essential, ongoing services that keep the Utility running, including:

- ? Meter reading
- ? Posting charges to customer accounts

- ? Preparing and mailing monthly bills
- ? Processing payments and account updates
- ? Meter and equipment maintenance
- ? Fire protection support (e.g., hydrant maintenance)
- ? Customer service (walk-in, phone, and email assistance)

These fixed costs occur every month, even if no water is used, ensuring the infrastructure and service teams remain operational and responsive for all customers.

What is the tiered rate structure for our water bill?

The City of Kyle uses a tiered (block) rate structure for water billing. This system is designed to encourage water conservation by charging higher rates as water usage increases.

- ? Lower water usage = lower rate
- ? Higher water usage = higher rate

This rate design helps promote responsible water use throughout the community.

? For the most current utility rates, view the City's approved fee schedule:

[Click here to access the Utility Fee Schedule](#)

Why is the General Fund not paying for water/wastewater utility system costs such as for meter maintenance, storage, fire hydrants, etc.?

The Water and Wastewater Utility operates as an enterprise fund within the City of Kyle. This means:

- Only customers who use water and wastewater services are billed for them.
- These services are not funded by general city taxes.

Charging utility users directly ensures fairness. If water and wastewater costs were paid through the General Fund (supported by citywide tax revenue), all taxpayers—even those who don't use these services—would bear the cost.

? Example:

A tenant renting a home uses water and wastewater services but does not pay property taxes. It would be unfair to shift the cost of that usage to the property owner or to other taxpayers who may not be using the service at all.

This approach ensures that only those who receive the service pay for it.

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