Payment Arrangements for Utility Bills

Nicholas J. Winkelmann, P.E.
Chief Operating Officer – Corpus Christi Water

May 12, 2026

CITY OF CORPUS CHRISTI
CORPUS CHRISTI WATER

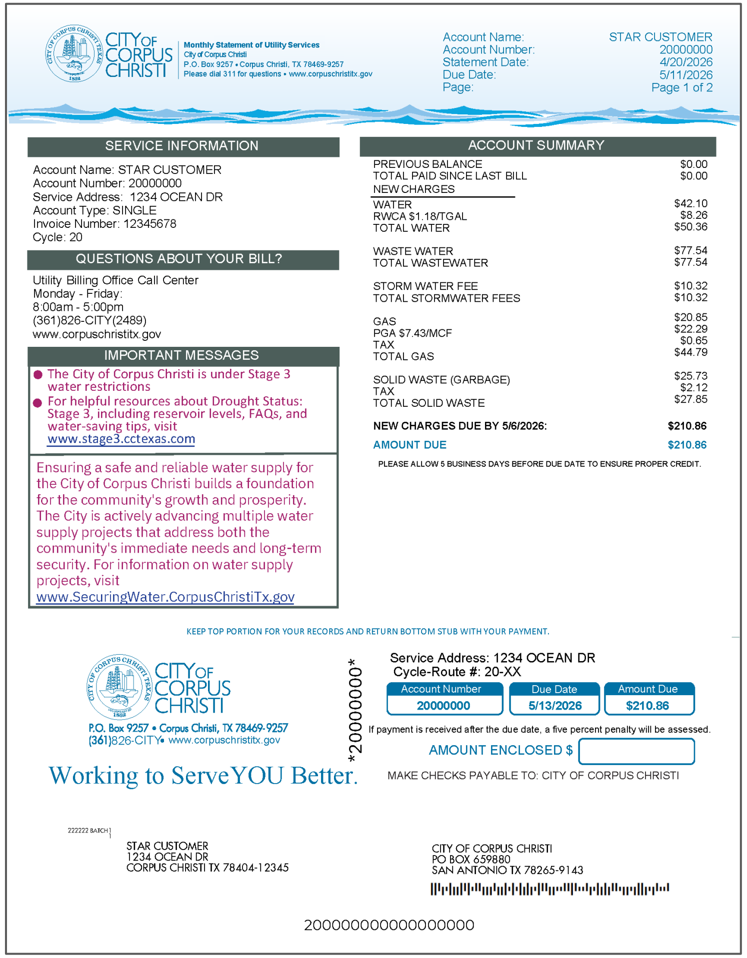
Payment Arrangements for Utility Bills

Payment arrangement policy

- All payment arrangements require a down payment before setting up

Down payment requirements

- UBO begins by requesting full past due balance
- If full payment is not possible, these guidelines are followed:
  - Delinquency milestone: 50% of past due balance with a 4-month arrangement
  - Cut-off: 75% of past due balance with a 3-month arrangement
  - Shut-off status: 100% of past due balance required
  - Closed accounts:75% of the balance due; minimum 50% required with a 3-month arrangement



CITY OF CORPUS CHRISTI
Monthly Statement of Utility Services
City of Corpus Christi
P.O. Box 9257 • Corpus Christi, TX 78469-9257
Please dial 311 for questions • www.corpuschristitx.gov

Account Name:	STAR CUSTOMER
Account Number:	20000000
Statement Date:	4/20/2026
Due Date:	5/11/2026
Page:	Page 1 of 2

SERVICE INFORMATION

Account Name: STAR CUSTOMER
Account Number: 20000000
Service Address: 1234 OCEAN DR
Account Type: SINGLE
Invoice Number: 12345678
Cycle: 20

QUESTIONS ABOUT YOUR BILL?

Utility Billing Office Call Center
Monday - Friday:
8:00am - 5:00pm
(361)826-CITY(2489)
www.corpuschristitx.gov

IMPORTANT MESSAGES

- The City of Corpus Christi is under Stage 3 water restrictions
- For helpful resources about Drought Status: Stage 3, including reservoir levels, FAQs, and water-saving tips, visit www.stage3.cctexas.com

Ensuring a safe and reliable water supply for the City of Corpus Christi builds a foundation for the community's growth and prosperity. The City is actively advancing multiple water supply projects that address both the community's immediate needs and long-term security. For information on water supply projects, visit www.SecuringWater.CorpusChristiTx.gov

ACCOUNT SUMMARY

PREVIOUS BALANCE	$0.00
TOTAL PAID SINCE LAST BILL	$0.00
NEW CHARGES	
WATER	$42.10
RWCA $1.18/TGAL	$8.26
TOTAL WATER	$50.36
WASTE WATER	$77.54
TOTAL WASTEWATER	$77.54
STORM WATER FEE	$10.32
TOTAL STORMWATER FEES	$10.32
GAS	$20.85
PGA $7.43/MCF	$22.29
TAX	$0.65
TOTAL GAS	$44.79
SOLID WASTE (GARBAGE)	$25.73
TAX	$2.12
TOTAL SOLID WASTE	$27.85
NEW CHARGES DUE BY 5/6/2026:	**$210.86**
AMOUNT DUE	$210.86

PLEASE ALLOW 5 BUSINESS DAYS BEFORE DUE DATE TO ENSURE PROPER CREDIT.

KEEP TOP PORTION FOR YOUR RECORDS AND RETURN BOTTOM STUB WITH YOUR PAYMENT.

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Working to ServeYOU Better.

20000000

Service Address: 1234 OCEAN DR
Cycle-Route #: 20-XX

Account Number	Due Date	Amount Due
20000000	5/13/2026	$210.86

If payment is received after the due date, a five percent penalty will be assessed.

AMOUNT ENCLOSED $

MAKE CHECKS PAYABLE TO: CITY OF CORPUS CHRISTI

222222 BATCH 1
1

STAR CUSTOMER
1234 OCEAN DR
CORPUS CHRISTI TX 78404-12345

CITY OF CORPUS CHRISTI
PO BOX 659880
SAN ANTONIO TX 78265-9143

20000000000000000

CITY OF CORPUS CHRISTI
CORPUS CHRISTI WATER

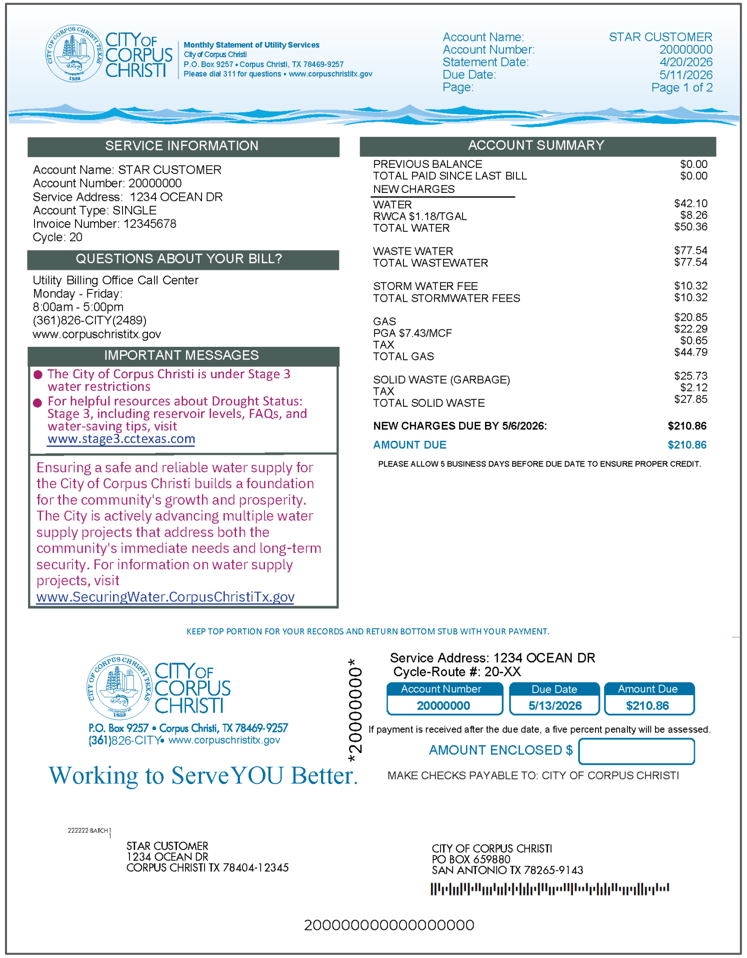
Payment Arrangements for Utility Bills

Arrangement terms

- The arranged amount will not appear on the PDF bill

Accounts

- The requester must be listed in the account contacts
- If not listed, a letter of authorization must be provided and scanned to the account



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Payment Arrangements for Utility Bills

Arrangement limits

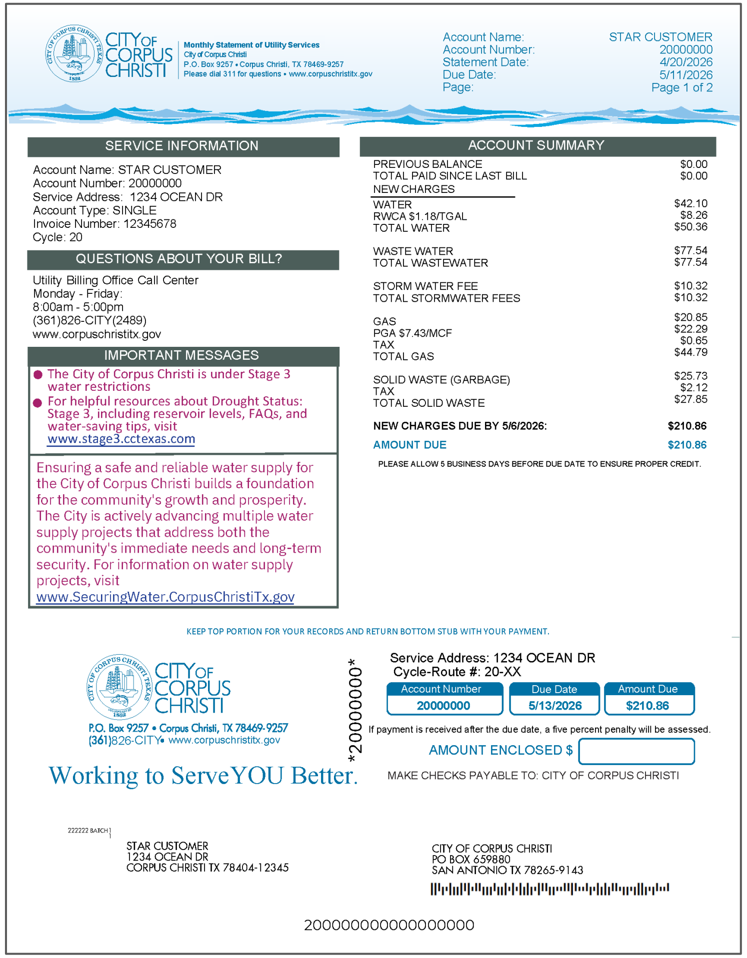
- A maximum of two broken payment arrangements is allowed within 12 months from the date the first arrangement is broken

No payment arrangements allowed for

- Unauthorized usage
- Confirmed tampering or history of tampering
- Non-sufficient funds or chargebacks

Agency assistance

- Use the pledge amount as part of the down payment
- Customer must pay the difference between the required amount and the pledge
- Verify pledges have been updated to the account profile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More Information

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CITY OF CORPUS CHRISTI
3-1-1 CALL CENTER

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