

City of Port Arthur Updated Payment Guidelines

The City of Port Arthur Water Utilities Department is issuing updated information and guidelines for utility billing services and other necessary payments to the City. The updated accepted payment procedures are necessary in order to insure the safety of our citizens in response to the COVID-19 pandemic.

Notice

March 22, 2020

In an effort to protect the health and safety of our citizens and employees, the City will comply with the **SOCIAL DISTANCING** recommendations set forth by the Centers for Disease Control (CDC) in light of the **COVID-19 crisis**. Therefore, customer service and cashiers will be implementing social distance guidelines and will be limited to drive thru, online, and telephone payments.

We ask for your patience and cooperation during this difficult time. Our hope is that we can resume normal service as soon as health and safety guidelines allow. The City of Port Arthur is committed to communicating with the public on how to safely navigate through this crisis and continue to fulfil its duty to provide critical services to its citizens.

Customers needing assistance can call the following numbers:

- **Water Utility Billing Customer Service:** 409-983-8230
- **Emergency Services for Water and Sewer Issues:** 409-983-8550
- **Cashiers and Finance Department:** 409-983-8239
409-983-8238
- **New Service Applications:** [New Water Service](#)

Water Utility Billing Payments can be made using the **Drive-Thru window** at City Hall, Monday - Friday (8:00 am - 5:00 pm), Online, or the **Night Drop Box**.

Forms of Payment:

- Check or Money Order
- Cash
- Credit Cards
- Cashier's Check

REMEMBER, WE ARE HERE TO SERVE THE CITIZENS OF PORT ARTHUR