



Frequently Asked Questions (FAQ)

Utility Billing

1. I haven't received my May bill yet, should I be concerned?

May bills have been delayed due to adjustments needed in the new billing software. Since some customer accounts were billed incorrectly in March and April, the City has temporarily delayed issuing billing statements (both paper and electronic) in order to ensure all bills are correct moving forward. Currently, the May bills are being reviewed for accuracy and will be sent out within the next two weeks.

2. I've set up my account for "Auto Pay" (either credit/bank card or bank auto draft), but my credit card/bank is not being charged, and my utility billing account still shows I'm overdue. Why?

At this time, the City's auto payment feature has been temporarily suspended due to software conversion issues with both bank drafts and recurring credit card payments. We apologize for any inconvenience this may have caused, and we appreciate your patience while we work through this issue. In the meantime, we're asking customers to pay their water bill using one of the following options:

- One-time credit card payment through the new online Citizen Self-Service Portal (available 24/7).
- Cash, check, or charge in-person with our cashiers, located on the first floor of City Hall, 300 W. Walker (available Monday through Thursday 7:30 a.m. to 5:30 p.m. and Fridays 7:30 a.m. to noon).
- Credit card payment with our cashiers over the phone at (281) 554-1335, option #1 (available Monday through Thursday 7:30 a.m. to 5:30 p.m. and Fridays 7:30 a.m. to noon).
- Cash, check, or charge payment using the drive-thru window, located on the west side of City Hall. (available Monday through Thursday 7:30 a.m. to 5:30 p.m. and Fridays 7:30 a.m. to noon).
- Check payment dropped in the 24-hour drop box, located in the parking lot west of City Hall.
- Check payment mailed to City of League City, PO Box 2008, League City, TX 77574-2008.

3. I am not sure if I am signed up for auto payment. How can I check?

Call (281) 554-1335, and press option #2 to speak with a Utility Billing representative.

4. What happens if I do not choose one of these options to pay?

When the City resumes issuing bills, customers will be charged or bank drafted for their May bill only. Any outstanding balance prior to the May 2019 bill will still need be paid. Customers with past due amounts can call (281) 554-1335 and press option #2 to speak to a Utility Billing representative to work out a payment extension. As we work to resolve these issues, all late payment fees have been suspended until further notice.

5. I'm trying to log into the payment site, and it's not working. What am I doing wrong?

Go to www.leaguecity.com/utilitybilling. This will bring you to the Utility Billing webpage with the link to the Citizen Self-Service portal, as well as PDF instructions on how to register.

- a. You will need your account number and customer number/CID to register. If you do not have a letter sized water bill, please call our office at (281) 554-1335, option #2 for assistance.
- b. If you have been locked out of the payment site, please call our office at (281) 554-1335, option #2 for assistance.
- c. Your former/old login with your email and password will not work with the new payment site. Be sure to register on the new payment site.
- d. If your password is not working, a few issues may have occurred, including use of an old username and password, or you forgot your password. Please click Forgot Your Password. Be sure to input your **USERNAME**, not your email address associated with your account. If you do not receive an email in 10 minutes, you will need to register your account.

6. I just checked my account online, and I see a reversed payment on my account. Why?

A reversed payment means the City was informed by your bank that your payment would not process (returned payment). When this occurs, the Utility Billing Department will go into a utility account and reverse the payment that was made. There are several reasons a payment may not be processed by your bank:

- a. Bad routing number
- b. Bad account number
- c. Insufficient funds
- d. Stop payment
- e. Auto-payment denied

The City only receives information on returned payments in one of the above categories (but not limited to), so we are unable to provide specific details to customers as to the reason for a returned payment. In the event you have a reversed payment showing on your account, please contact your bank to get additional information.

For any other questions, please call (281) 554-1335, and press option #2 for assistance.