

B

City of Bynum
PO Box 8 · 106 Saylor St.
Bynum, TX 76631
254-623-4400
CityOfBynum@gmail.com
Web Site: Bynum.myruralwater.com

Bynum City Hall Operations and Utility Billing Information

City Hall Access and Operations

The Bynum City Hall is currently closed to public foot traffic. Please be aware that you may be recorded while on these premises. Despite the closure to the public, City Hall is continuing to conduct business as usual. The office hours remain unchanged: staff are available on Tuesdays and Thursdays from 8:30 a.m. to 11:00 a.m.

Submitting Payments and Correspondence

All correspondence and payments must be placed in the designated drop box or sent by mail.

Water Bill Distribution and Responsibilities

Water bills are sent out prior to the first of each month. If you do not receive your bill by the 5th, it is your responsibility to contact the office to obtain your account total. There are several methods to retrieve your total bill if you have not received your postcard by mail:

- Call the office before the 15th of the month.
- Place a note in the drop box requesting your total with your phone number or email.
- Visit the city website and send a message to the office.

Please note: The City is not responsible for any issues with the United States Postal Service (USPS), nor is it required to provide courtesy late postcards or reminder calls. These policies were explained when you completed the utility application, including details about payment due dates.

Late Fees, Disconnections, and Reconnection Policy

A late fee will be added to your bill if payment is not received by the 15th of each month. Water service will be disconnected on the 25th of each month for unpaid bills. Should a disconnection occur, a \$75.00 reconnection fee will be added to your bill. **Full payment is required before water service is restored.**

Contact Information and Assistance

If you need further assistance, you may call during normal business hours or leave a message at 254-623-4400. For water or sewer emergencies **ONLY**, please contact Buster Russell at 254-479-0750.

Public Information Requests and Other Forms

To request Public Information Act (PIA) documents, forms, fee information, or copies, please see the City Secretary during office hours.

Important Reminders

- All payments and correspondence must be submitted via the drop box or by mail.
- We appreciate your understanding and cooperation during this time.