



A HOW-TO GUIDE TO STARTING AND STOPPING UTILITY ACCOUNTS

This guide contains several sections. Please locate your topic and navigate to that section.

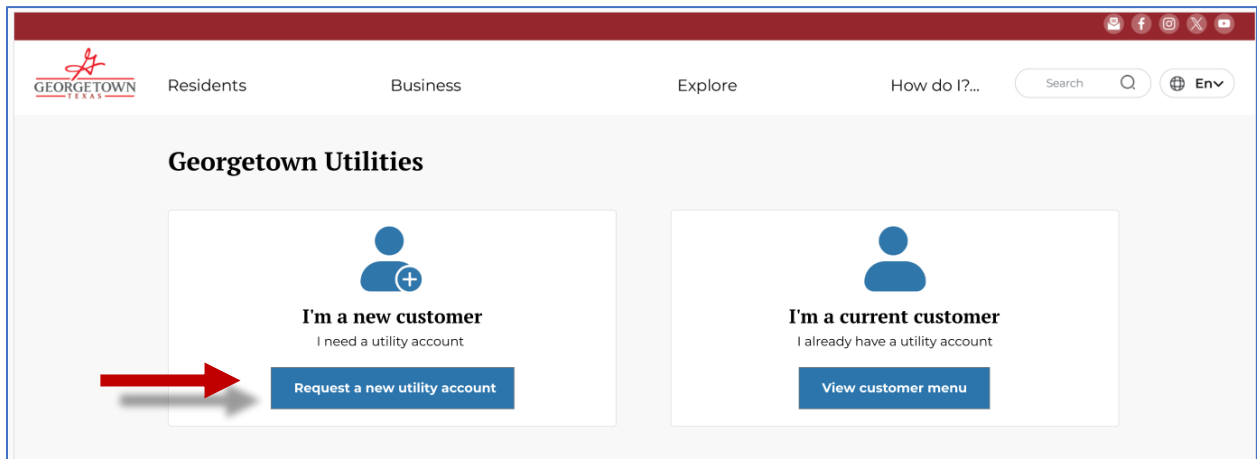
1. I am moving here and need to start new utility service.
2. I am an existing customer, and I need to close my account
3. I am an existing customer, and I need to start an additional account
4. What is the difference between a utility account and an online portal login
5. What is a "Move"?
6. You have a portal login and you need to cancel your Move
7. You need to change the date of a "Move" in your CSS portal
8. You need to attach a document to a "Move"

After using this guide, if you still have questions regarding these steps, please feel free to contact our Customer Care Team at customercare@georgetowntexas.gov or at 512-930-3640.

1. I am moving here and need to start new utility service.

First of all, welcome to Georgetown Utilities! Let's get you started with a new utility account.

- On your computer browser, navigate to georgetownTexas.Gov/CSS
- You can also get to this location on our website under Residents > Start New Service.
- Click the left button:



- This will take you to a form that you will fill out.
- Be sure to **double-check the address** you are requesting service at! You will be billed for the location you choose, so **please verify**.

Please note:
All new account starts require
(2) business days to schedule
field staff to turn on your services.

- Once your application is submitted you will get a confirmation that we **received** your application and it will contain a Move #.
- After your "Move" application is **processed**, you will then receive a Welcome email that will contain your new utility account #.
- On your start date, a field technician will visit the site and turn on the service/s sometime between 8:00am and 5:00pm.

GARBAGE

Georgetown Utilities provides several utility services but our service territories cover different but sometimes overlapping areas. If your location is within an area that we provide the garbage service (within city limits and in some areas of the ETJ (Extra territorial jurisdiction) then please note that if there are no existing carts at your location, it may take 7-10 business days for carts to be delivered by Texas Disposal Systems.

Once your carts arrive, the collection times are as follows:

- 7:00 AM to 7:00 PM (September 2-May 25)
- 6:00 AM to 7:00 PM (May 27-August 31)

The TDS Waste Wizard, [TDS Waste Wizard](#), is a comprehensive guide to waste solutions offered by Texas Disposal Systems. It provides a customized collection calendar for trash, recycling, and green waste pickup, along with holiday scheduling and local disposal guidelines tailored to your needs. It's a valuable resource to streamline your waste management process.

If you need additional assistance or have any further questions, please feel free to reach out to us at your earliest convenience. You can contact us via email at customercare@georgetowntexas.gov or by phone at 512-930-3640.

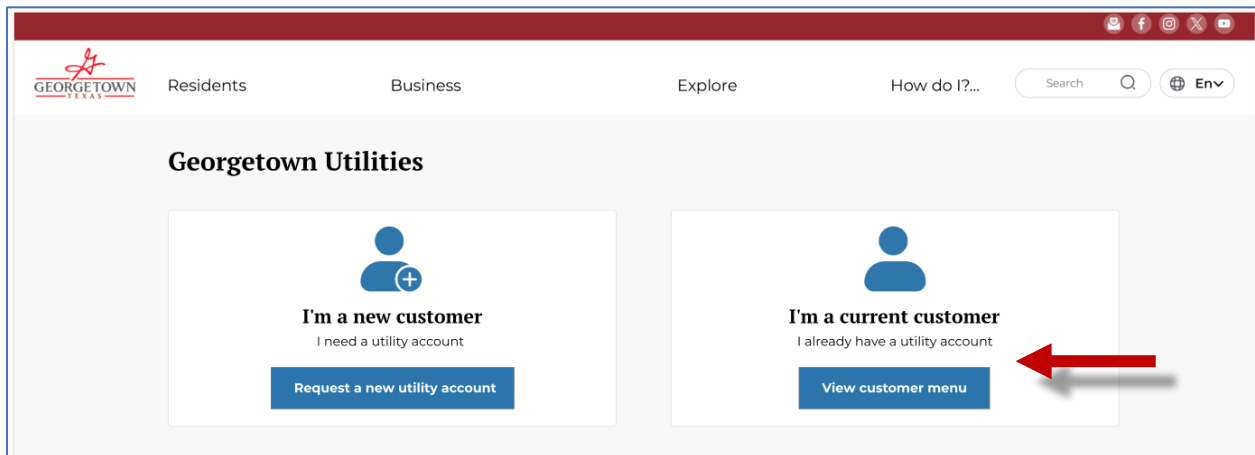
We're here to help!

2. I am an existing customer, and I need to close my account

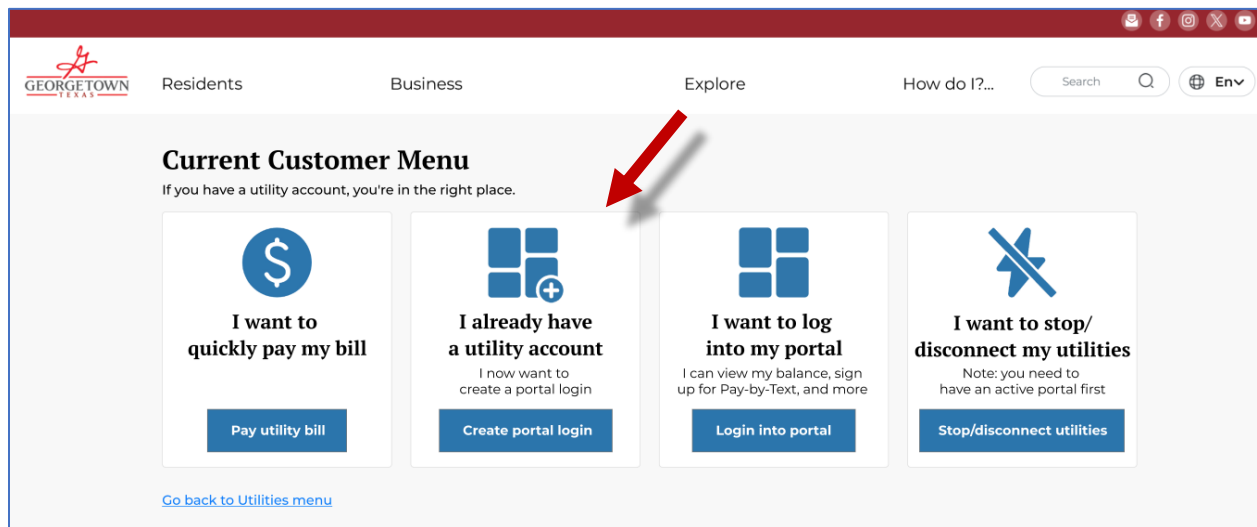
To close a utility account, you will need to log into your online portal.

If you have never set up an online portal, you will need to create one to do this "Move Out" process.

- On your computer browser, navigate to [georgetownTexas.Gov/CSS](#)
- Choose the button on the right.



- Next, select the 2nd button from the left.



- You will need your **Account #** and the **driver's license #** on your account (or TAX ID if you are a commercial customer) to create a portal login.
- Click **Sign Up Now** and follow the steps.

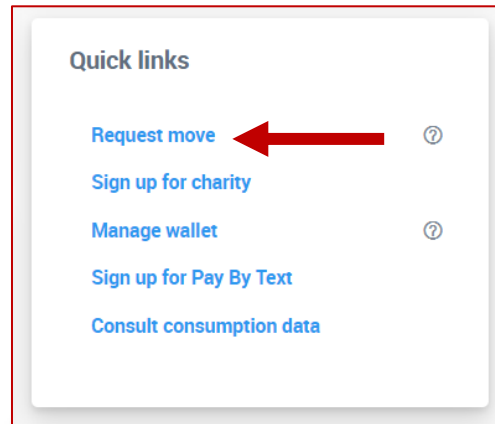
The screenshot shows the 'Sign in' page for Georgetown Texas. It features a 'Sign in' heading and a subtext 'Sign in with existing account'. Below this are input fields for 'Email Address' and 'Password', a 'Forgot your password?' link, and a 'Keep me signed in' checkbox. A 'Sign in' button is prominently displayed. At the bottom, there is a link for 'Sign up now' which is highlighted by a red arrow.

- You will need your email open to receive a **verification code**. That code is only good for a few minutes so be ready.

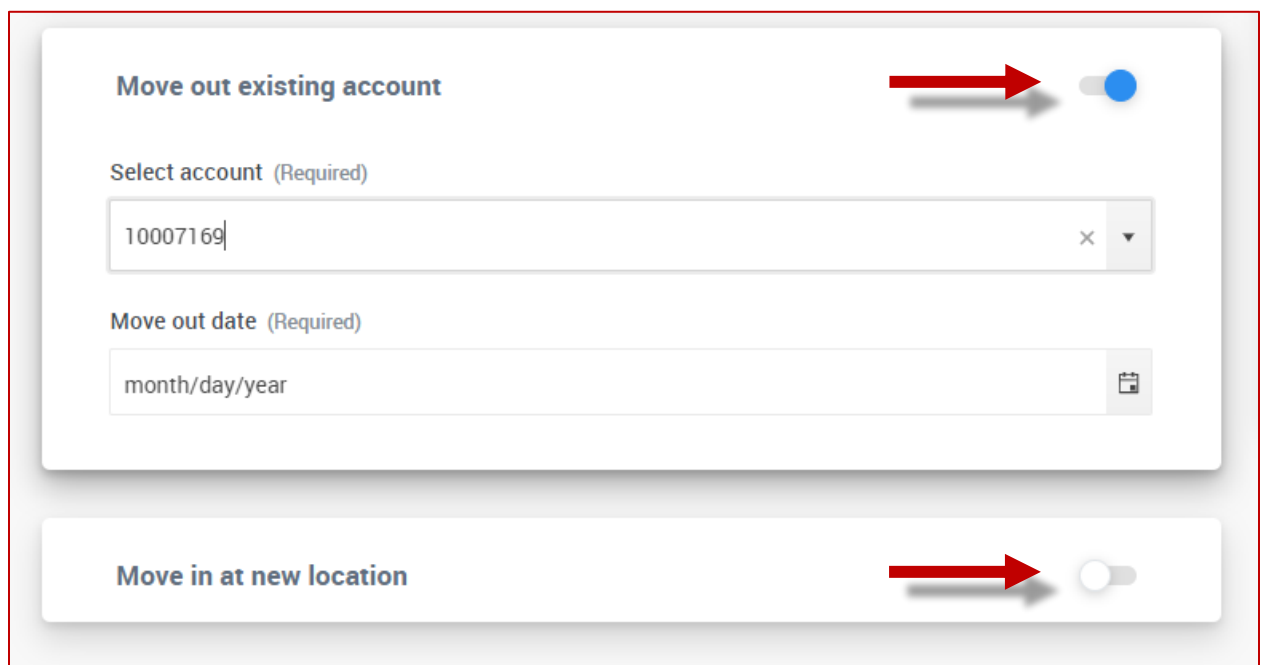
3. You have an active account, but you need to start an additional account.

Log into your online portal and please follow these steps.

- Scroll down to the Quick Links box
- Click on **Request move**



- If you are not moving out or moving out yet, you should toggle off the **Move out existing account** button
- Toggle on the **Move in at new location** button

A screenshot of a form for moving an account. The form is white with a red border. It has two main sections. The top section is titled 'Move out existing account' and has a toggle switch to its right, which is currently turned on (blue). Below this is a 'Select account (Required)' dropdown menu with '10007169' selected. Below that is a 'Move out date (Required)' date picker with the placeholder text 'month/day/year'. The bottom section is titled 'Move in at new location' and has a toggle switch to its right, which is currently turned off (white). Red arrows point to both toggle switches.

Move in at new location

New service address - If you are not applying for a hydrant just enter your address in the field below. (To apply for a HYDRANT: The # is located by clicking on this link [Hydrant ID look-up](#) and selecting the hydrant you need. Click on the dot and the hydrant ID will be revealed. Copy paste the hydrant ID here.) (Required)

9999 Hometown St

Move in date (Required)

12/18/2023

Owner/Tenant (Required)

☐ Owner

☒ Tenant

☒
This message contains a link to the [Terms and Conditions](#) for your new utility account. Please be sure you have reviewed them. Thank you! The City of Georgetown

- Enter the **address** you are moving to

TIP!

For new construction homes - the address will not appear in the drop down until your builder has completed all of their permitting requirements. Please contact your builder to establish when they will have completed all requirements.

- Select your **Move in date**
 - *City of Georgetown requires (2) business days' notice and can only schedules 30 days into the future*
- Select whether you are the new **Owner** or if you are the new renting or leasing **Tenant**
- Click on **Terms and Conditions** so that you familiarize yourself with the contract between yourself and the City of Georgetown
- Click the  box that you have read the Terms and Conditions

- Click on **Addresses**

REQUEST MOVE

Move date  [Addresses >](#)

- Toggle on the **New mailing address** if you wish to receive your bills at a location other than the current contact address

[< Move date](#) **Addresses** [Attachments >](#)

Current contact address
1968 Fontana Ln
Georgetown, TX 78626

New mailing address  ☐

- The next screen is where you can enter a comment and/or attach any documents (like a leasing agreement, if needed)
- Then click **Overview**

REQUEST MOVE

[< Addresses](#) **Attachments**  [Overview >](#)

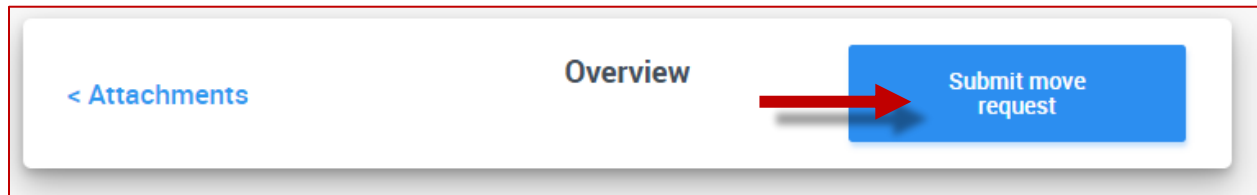
Enter notes

For a commercial move in request, please upload your Certificate of Occupancy or Temporary Power certificate. Any move requests without the necessary paperwork will not be processed.

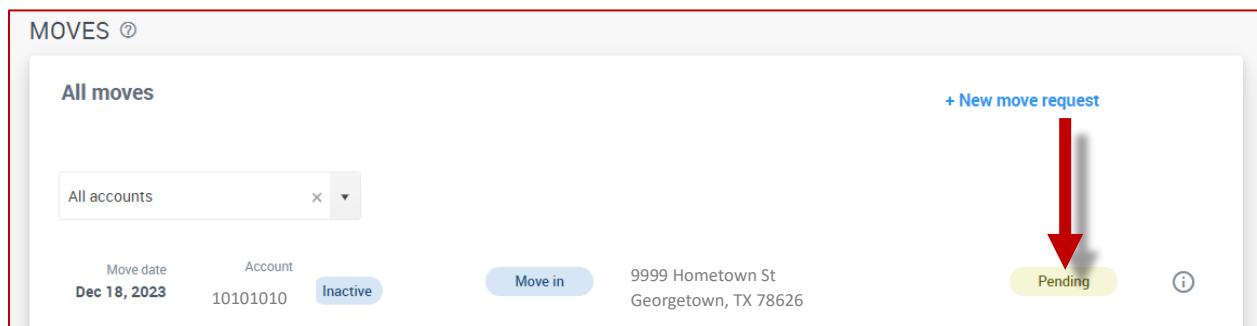
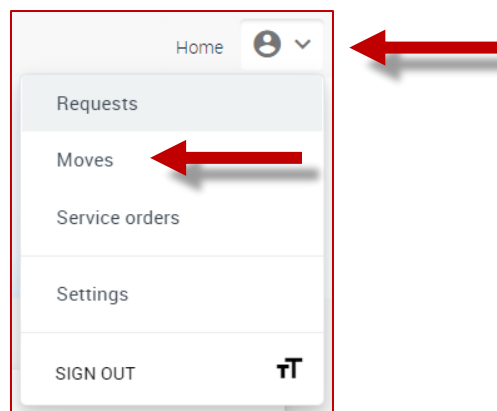
Drag & drop file(s) here, or

[Select file](#)

- Review all of the information, **especially if it is a specific unit or apartment #**
- Click **Submit move request**



- You will then be able to review your Move status



4. What is the difference between a utility account and an online portal?

A utility account holds all your service details—what we bill you for, the applicable rates for your location and service type, your payment due date, and where payments are processed.

The online portal is a secure, self-service tool that lets customers view their bills and usage, submit and track requests, and update their contact and payment information.

TIP!

You can create an online portal login before your utility account starts but you will not be able to access it until the actual account start date.

5. What is a “Move”?

A “move” refers to the lifecycle of a utility account—from activation of new service to final account closure. The Move process captures key dates, generates service orders for our field crews to start or stop service, and documents meter readings. When you open or close a Georgetown utility account, you are entering into (or terminating) a legally binding service agreement, and the Move process formally begins or ends that contract.

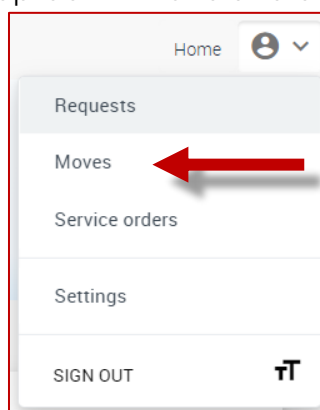
6. You have a CSS portal account, and you need to cancel your Move

TIP!

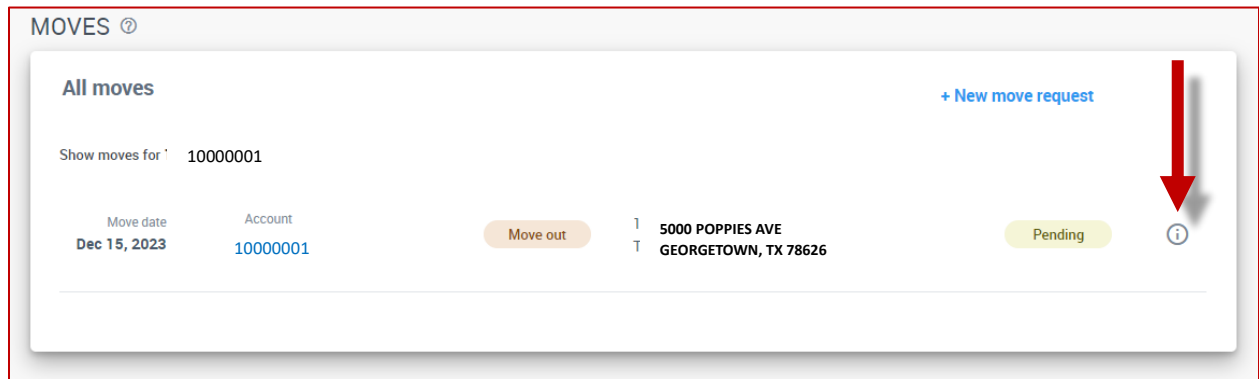
Move Out – a customer can cancel and resubmit unless it is the day of the Move Out. If it is the day of the move out, then contact the Customer Care Team

Move In – a customer can cancel unless the Move In is for tomorrow. If the move date is tomorrow, then contact our Customer Care Team

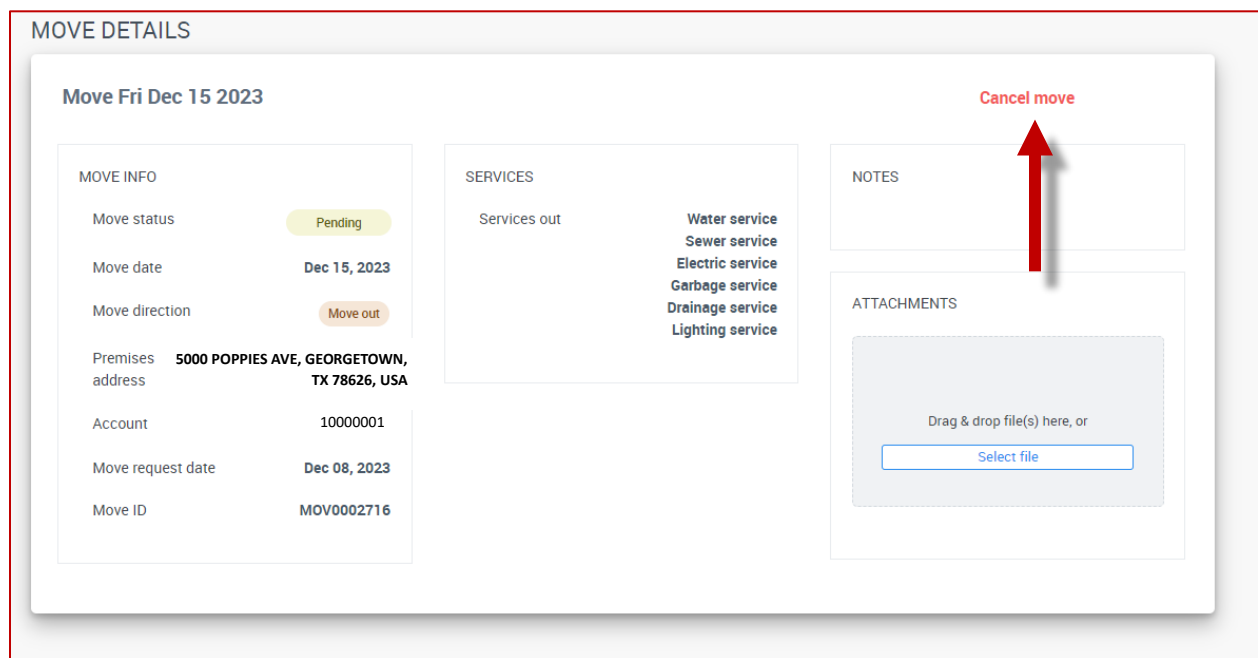
- Log into your online Portal
- Navigate to your Move request by simply clicking on the top right icon
 - View the drop-down menu and click on **Moves**



- The Moves window will open. Click on the **i** symbol



- The Moves detail screen will open
- Click on **Cancel Move**



- A pop up will appear. If you wish to proceed, click **Cancel move**

Cancel move?

Move
MOV0002716
Move date
Dec 15, 2023
Move out
5000 POPPIES AVE, GEORGETOWN,
TX 78626, USA
Account
10000001

Cancel Cancel move

- A confirmation window will open and show the status as **Canceled**

Canceled

7. You need to change the date of a Move in your CSS portal account

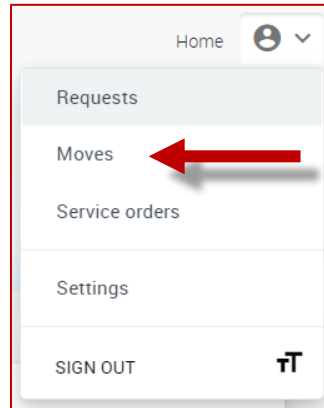
Limitations

- Move Out – a customer can cancel and resubmit *unless* it is the day of the Move Out. If it is the day of the move out, then contact the Customer Care Team
- Move In – a customer can cancel *unless* the Move In is for tomorrow. If the move date is tomorrow, then contact our Customer Care Team

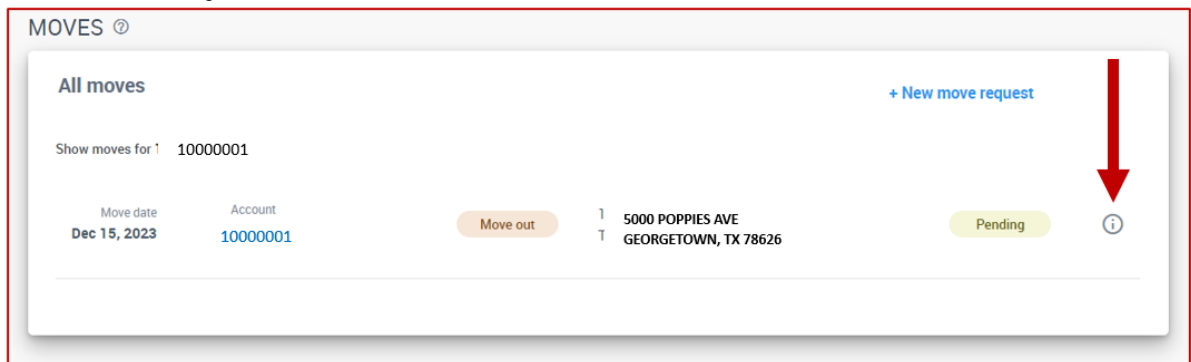
These restrictions arise from the need for comprehensive cancellation procedures that involve coordination with internal city staff, service orders, and scheduled field operations.

8. You need to attach a document to a Move

- Navigate to your Move request by simply clicking on the top right icon
- View the drop-down menu and click on **Moves**



- Click the **i** symbol



- Drag or Drop your documents to the window

