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City of McAllen to Delay Utility Bills, Waive Late Fees for Federal Employees

Late fees and other penalties to be dismissed while shut down continues

The City of McAllen will be delaying utility payments and other related City of McAllen fees that are included in the utility bills, including for sanitation services and drainage fees, for McAllen resident federal employees during the government shut down. All late fees incurred during the shutdown will be dismissed, and water, sewer and trash collection services will not be interrupted while the federal government shut down continues.

“We understand the situation that these federal government employees are going through in trying to pay their bills and we at the City of McAllen are here to help them, as they are our friends, neighbors and residents,” said McAllen City Manager Roel “Roy” Rodriguez, P.E. “Further, we want to thank them for their continued service to our community.”

Federal employees must come to McAllen City Hall, located at 1300 W. Houston and any of the McAllen Public Utility customer service representatives can assist them with their accounts. Federal employee customers should bring a federal government issued work I.D. as proof of their employment to be able to make those arrangements.

The City of McAllen will delay the payments for water and sewer service, trash collection and drainage fees and waive the late penalties incurred during the shutdown for McAllen resident federal employees until the federal government shut down is over. Once the government is back to work, these customers will have 30 days to bring their accounts current.

“McAllen Public Utility has always been ready to lend a helping hand to our neighbors in Texas when they were in crisis,” said Mark Vega, MPU General Manager. “Now the crisis is in our community and here in McAllen, we take care of each other. This is the least that we can do.”

For questions or for more information, please contact the MPU billing customer service representatives 681-1600. Arrangements cannot be made at MPU pay stations and must be done at the McAllen City Hall.

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