

WELCOME TO THE CITY OF CRANDALL



City Hall

Water Department
Police Department
Municipal Court
Animal Control
972-427-3771

Fire Department
972-427-3996

Post Office
972-427-3825

Chamber of Commerce
972-472-8663

Crandall ISD
972-427-6000

Oncor Electric
888-313-6862

Trinity Valley Electric Coop.
972-932-2214

Atmos Energy
800-460-3030

AT&T
800-288-2020

Wi-Five Internet
866-804-9035

Welcome to the City of Crandall. We are a small town with citizens who have big family values. In our community, some places to visit include Creekview Golf Course, RPM Speedway, and Webb Park. Just 10 minutes away is the John Bunker Sands Wetland Center and we are 30 minutes southeast of Downtown Dallas. We hope you like our small knit community. Following is some helpful information about our services.

Trash pickup is every Wednesday. Please have your poly carts at your curb by 7:00 am in order to ensure pickup. If you are in need of additional poly carts, please call the Water Department and request to have them delivered. Each additional cart will add approximately \$4.00 to your monthly water bill. **Bulk Trash pickup is every 4th Monday of the month.** This service is for large, unbundled brush, mattresses, couches, microwaves, etc. Tires, oil, and toxic items will not be picked up. To discard a refrigerator or freezer, the coolant must be drained by a professional and documentation must be certified. Paint cans must be emptied and dry. Be sure to place your items at your curb, away from power lines and trees. Items will not be picked up if it is in your yard or ditch.

Please remit payment as soon as you receive your water bill. To sign up for automatic bill pay, please complete the ACH Authorization form on our website at www.crandalltexas.com or request one from our Water Department. Debit or credit card payments can be made online, over the phone, or in person for a \$5.00 fee. We also accept checks and money orders. **CASH IS NOT ACCEPTED.** Please use our drop box, located to the left of our City Hall door, to drop off payments after hours. If you have a payment that needs to be posted same day, please bring it inside. Bills are always due on the 20th. If payment is received after the 20th, a \$15 late fee will be assessed. If the 20th falls on a weekend, you have until the end of the next business day to pay. Late notices are sent out as a courtesy reminder that your account is past due. If payment is not received on or before the due date listed on the late notice, service will be interrupted and a \$30.00 reconnect fee and your past due amount will be due. For after-hour reconnects, there is an additional \$50.00 fee. If you have any questions, please call the Water Department.