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Changes Coming to Utility Billing for Gainesville Residents

Gainesville, TX – As part of a larger upgrade within city of Gainesville operations, utility billing will launch new software on June 2, 2025 to help streamline customer service and payment processing.

Gainesville is transitioning from the current STW system to a new and improved platform provided by Tyler Technologies. Some departments have already begun using the software; the next group of departments to launch their adaption includes utility billing.

In an effort to make the transition as smooth and accurate as possible for customers, city staff revised the billing schedule for May 2025 to avoid the May 26-30 “blackout” dates. During this period, utilities customer service, located in City Hall, will not be able to process credit card payments as city staff finalizes the data conversion process and prepares to launch.

The May utility billing schedule will be adjusted to accommodate the “blackout” dates, as well. No bills will be sent out during that week, and individuals who wish to pay their bill during that time will need to do so with cash or check at City Hall.

Due dates and ACH auto-draft (direct bank withdrawal) dates have been adjusted to accommodate this temporary shift. Please review your May bill for your due date.

After this new platform is live, customers who previously paid their utility bill online will need to sign up for a new account to review your bill online and for all online bill payments. Furthermore, utility customers who were previously signed up for credit card draft will need to re-enroll in automatic credit card payments. Instructions for this process will be provided closer to the go-live date.

Customers enrolled in ACH auto-draft will not need to take any action. Their payment preferences will carry over to the new system automatically.



“We appreciate our customers’ patience during this transition,” said Customer Service Supervisor and Utility Billing Clerk Megan Kennedy. “Upgrading to this billing platform will allow for better service and new features that will help Gainesville residents access and process their account information more quickly and efficiently.”

Additional information and updates will be shared on our website and social media pages:

- Gainesville, TX Web Pages:
 - gainesville.tx.us/1156/billing-software-transition
 - gainesville-tx.civilspace.io/en/projects/billing-software-transition
- Gainesville Social Media:
 - Facebook.com/CityOfGainesvilleTX
 - Instagram.com/CityOfGainesvilleTX

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ABOUT THE CITY OF GAINESVILLE:

Nestled in the heart of North Texas, the City of Gainesville was founded in 1850 and is located in Cooke County. Named the “Most Patriotic Small Town in America” by Rand McNally and USA Today, Gainesville has a rich history and is sprinkled with landmarks, charming downtown streets, and a vibrant community that honors the past while embracing the future.