



City of Tomball
Public Works Department
501 James Street
Tomball, Texas 77375

Frequently Asked Questions

Who do I call if I have questions about my City utility (water, sewer, gas and garbage) bill?

Please call the City of Tomball Utility billing at (281) 290-1400 or visit the main office at 501 James St., Tomball, TX 77375.

Does the City of Tomball have a place to dispose of household hazardous waste?

No, the City of Tomball does not have a facility for disposal of hazardous waste. A helpful link to visit is: www.earth911.com

How do I report a streetlight that is out or never turns off?

The City of Tomball will report it to Centerpoint for you. Please have the pole number, and/or the nearest address available.

How do I report a pothole?

Please call (281)290-1400. Please provide your name, address and daytime telephone number.

When is my street swept?

Please call (281)290-1400. Please provide your name, address and daytime telephone number.

How do I report a raised sidewalk, curb, etc.?

Please call (281)290-1400. Please provide the address, nearest cross street, your name and daytime telephone number.

How do I report a traffic signal problem/issue?

The City of Tomball does not repair/maintain traffic signals. The Texas Department of Transportation and Harris County Precinct 4 processes all repair requests on traffic signals. Please call (281)290-1400 and the City of Tomball will report the issue for you.

How do I request tree trimming/pruning, report a fallen tree or limb, or report a leaning tree?

Please call (281)290-1400. You will need to provide the address, nearest cross street, your name and daytime telephone number. This service is only provided if the tree is not on private property.

There is a dead animal in the road, who do I call?

If the dead animal is on private property, it is the landowner's responsibility.

If the dead animal is on public property, call (281)290-1400. When calling after regular business hours, please call the Tomball Police Department's **non-emergency number** at (281)351-5451 so that a call duty technician can be dispatched to your location.

Can I reserve a City Park for a party?

Yes. Please call (281)290-1400. Scheduling of the park pavilions is done on a "first come first served basis". Please call to check for availability. For more information about City Parks and facilities, please visit:

<http://www.ci.tomball.tx.us/publicworks/parks/index.html>.

The City of Tomball does not own/maintain Spring Creek Park, Burroughs Park, Samuel Mathews Park or Dyess Park. Please contact each park at the following numbers for more information: Spring Creek Park (281-351-1243), Burroughs Park (281-351-1378), Samuel Mathews Park (281-351-8815), or Dyess Park (281-351-7115).

I would like to have a sample of my water tested for impurities, how do I go about doing that?

The Public Works Department provides free sample bottles for testing. Please call (281)290-1400 for more details.

Does the City of Tomball provide fluoridated water?

Yes, the City does provide fluoridated water.

How do I get information on water quality?

The current Water Quality Report is available on our web site under the Public Works tab (<http://www.ci.tomball.tx.us/publicworks/water.html>) or at the Public Works office located at 501 James St. Tomball, TX 77375.

My water pressure is low/fluctuating. How do I get it checked?

Please call (281)290-1400 for service. Please provide your name, address and daytime telephone number.

I need to have my water shut off to make repairs. Who do I call?

Please call (281)290-1400. Please provide your name, address and daytime telephone number. When calling after regular business hours, please call the Tomball Police Department's **non-emergency number** at (281)351-5451 so that a call duty technician can be dispatched to your location.

I will be doing some digging. How can I avoid hitting utility lines?

When digging in the City right-of-way you must call 1-800-DIG-TESS (1-800-344-8377) It is the state law to call before you dig.

How do I go about scheduling to have an event banner placed over Main Street?

Visit the Public Works tab on our website, <http://www.ci.tomball.tx.us/publicworks/index.html> for the banner application. To check the availability of dates, please call (281)290-1400.

If I have a Tomball address does that mean that I live within the city limits of Tomball?

No. If you pay a utility bill to the City of Tomball then you live within the city limits and are considered a City of Tomball resident. However, residents of Boudreaux Estates and Hoffman Estates are served by the City of Tomball public water system, but are not considered Tomball residents, because they are located outside the Tomball corporate city limits.