



City of Tomball Public Works Department

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.

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.

Once a year the City of Tomball does hold a Recyclable Waste & E-Waste Collection Event, this is a chance to get rid of items like tires, latex paint, batteries, computer monitors, etc. For more information please call (281)351-5484.

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

City of Tomball will report it to Centerpoint for you. Please have the pole number, and 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 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, you need to call the Police Department at (281)351-5451 so that a 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". The City of Tomball does not own/maintain Spring Creek Park, Burroughs Park or Samuel Mathews Park. If you need information about the county park please contact Harris County directly.

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 or at the Public Works office.

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, you need to call the Police Department at (281)351-5451 so that a 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 advertisement banner placed over Main Street?
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.