



IMPORTANT FACTS OF UTILITY BILLING

Please review & retain for future reference

IMPORTANT: This only applies to accounts within the City Limits

~ All accounts require a deposit before service is started. This deposit is applied to your last bill. A non-refundable application fee of \$50 is also required with an application.

~ **Water:** Residential and Commercial customers inside city limits will be charged a monthly minimum of \$45.00 for water up to 2,000 gallons plus the following charges for each 1,000 gallons of metered water consumption over 2,000 gallons: 2,001 to 4,000 gallons \$4.01; 4,001 to 8,000 gallons \$4.07; 8,001 to 12,000 gallons \$4.26; 12,001 gallons or more \$4.44. **Residential and Commercial customers outside city limits are charged 1.5 times the inside rates.**

~ **Sewer:** New residential customers shall be charged a minimum of \$35.00 per month plus a charge of \$4.01 for each 1,000 gallons of metered water consumption over 2,000 gallons until their winter average is established. Residential sewer rates are set for the year based on the customer's water usage during the months of December, January and February (total gallons used for 3 months divided by 3). **Please note that not all water accounts are on the city sewer system.**

~ **Due dates: Cycle 1 billing is from the 15th to the 15th of each month.** Bills are sent out the last working day of the month & are due upon receipt no later than the 15th of the month. A 10% late fee is added to the current balance if payment is not received by the 15th.

Cycle 2 billing is from the 1st to the 1st of each month. Bills are sent out the 15th of the month & are due upon receipt no later than the 1st of following the month. A 10% late fee is added to the current balance if payment is not received by the 1st.

~ **Cut off Fees:** Cycle 1 bills not paid by the 25th and Cycle 2 bills not paid by the 11th of each month will land in **"disconnection status"** and will be charged a disconnect fee of \$50 as well as a reconnect fee during business hours of \$25. To restore service all fees and past due bills must be paid. If water service is restored between 5:00 p.m. – 8:00 a.m., a service fee of \$50.00 will be assessed. After hour reconnects and payments should be made by check or money order (if a customer's check writing privileges have been denied, only money order will be accepted). **CITY EMPLOYEES DO NOT ACCEPT CASH FOR AFTER HOURS RECONNECTION.**

~ **Extensions:** Customers are granted 3 extensions per year. Extensions must be requested in writing prior to the dates below.

- Cycle 1 extensions are due on the 1st of the following month
- Cycle 2 extensions are due on the 17th of the current month

The form is available at City Hall or on the website at www.elgintx.com/258/Utility-Billing

~ **Emergencies:** If problems with water or sewer service arise after hours, weekends or holidays, please call 512-661-8585. A city worker will be dispatched.

~ **Meter Tampering:** A meter tampering fee of \$100.00 will be charged if you turn on or turn off the water at the curb cock, valve, or meter. **Do not attempt to turn on or turn off your meter by yourself.**

TRASH SERVICE PROCEDURES

If you need service, a new cart, new recycle bin, additional trash cart, dumpster, please call Elgin City Hall at 512-281-5724 option #2.

The city will order accordingly through Waste Management. **Credit will not be issued due to lack of containers.**

Residential collection occurs once per week and recycling is service once every other week. Please have trash and recycle on the curb for collection by 7:00 A.M. on your scheduled service day.

CITY OF ELGIN RECYCLING PROGRAM

Place your recycle cart at the curb on your normal trash collection day. Please leave 3 or more feet between the recycle cart and the trash cart so that the driver can see both. **PLEASE, NO STYROFOAM**

For additional recycling options in Elgin & Bastrop County visit www.elgintx.com/261/Trash-Recycling.

BULK TRASH SERVICES

The City of Elgin has Residential Bulk Pickup once per quarter and is serviced on your trash day.

Chapter 42, Article IV, Section 42-272 ***“Bulky waste and brush waste shall not be placed out for collection earlier than 5:00 p.m. two days before the established collection day and shall be moved from the collection site no later than 7:00 a.m. the date after the collection day.”***

Violation of the rules and requirements –including exceeding the limit for bulk trash placed at the curb may result in citation and potential fines per City Ordinance.

Bulk dates can be found on the City Calendar/Services at www.elgintx.com

Acceptable items: Stoves, refrigerators which have CFCs removed by a certified technician, water tanks, washing machines, furniture, tree limbs & loose brush, and other waste materials. Tree, shrubs, and brush trimmings. Material set out for each collection (per home) shall not exceed three **(3) cubic yards or 50 lbs. in weight.**

Non-acceptable items*: No dead animals, tires, TVs, electronics, batteries, hazardous waste (wet paint, flammable materials, and chemicals). No sheetrock, construction, or demolition debris.

***Non-acceptable items will not be picked up.**

