PENALTIES & DISCONNECTIONS

The entire balance shown due on you bill must be paid by the due date. If not, a 10% penalty will be assessed and a Disconnection Notice will be mailed to the customer immediately. The past due account balance must then be paid by 5:00 pm on the 14th calendar day past the due date. If not, on the 15th calendar day, the account will be suspended, a $25.00 fee will be assessed, and service will be disconnected. In order for the account to be reinstated and service reconnected, the entire past due balance must be made in full, including any and all fees.

Any service requests must be submitted prior to 2:00 pm for same-day service.

Important: In the event that your service is disconnected for nonpayment, we must receive your payment before 2:00 pm in order to reinstate the account and restore service the same day.

HOW & WHERE CAN I PAY MY BILL?

In Person: Our office is located in the front lobby area of City Hall. City Hall is at 1212 Avenue M (corner of 13th Street and Avenue M), in the downtown area. We have a convenient drive-thru lane you can access from the Avenue M (front) entrance, a night drop slot just past the drive-thru window, and two full service windows inside City Hall. When using the drive-thru, we ask that you have your bill or account number with you. If you have questions regarding your bill, please come inside to one of the full service windows in the lobby area.

By Mail: Our mailing address is 1212 Avenue M, Huntsville, TX 77340-4608. Please note that your payment must be received by the due date in order to avoid a late fee.

Online: We offer online bill payment and account access through our website at www.huntsvilletx.gov. Just follow the "Online Bill Pay" link and complete a quick, one-time user registration. There is a $1.25 fee and 2.5% processing fee for online payment, but you can always access your account at no charge. You can also change your mailing address and phone numbers via online access online.

By Phone: You can pay your bill by phone with any major credit card or debit card with a 2.5% processing fee. Just call our office at (936) 291-5431 during regular business hours and we will be happy to take your payment by phone.

Automatic Bank & Credit Card Draft: We also offer automatic debit of your checking or savings account at no charge. For credit/debit card draft there is a 2.5% processing fee. A quick authorization form (and a voided check for bank draft) is all that is needed to begin your draft. Contact our office if you are interested in bank or credit card draft. *Note: All bank drafts run on the 5th of each month, regardless of the due date. Credit card drafts run on the due date of the bill.*

YARD WASTE/HEAVY TRASH

Residential Customers: The City provides curb-side collection of ***Yard Waste*** on the 1st, 3rd & 5th Wednesdays of each month, no call-in is required. Please note that long stems of brush or tree limbs must be cut into 4 ft. lengths and can be no more than 2 ft. wide, the bundles must be tied and cannot weigh more than 50 pounds each. ***Heavy Trash/Large Yard Waste*** is picked up on the 2nd & 4th Wednesdays of each month with a $25.00 collection fee, and call-in is required (936) 294-5796.

If you don't want to wait for the regular yard waste pick up, you may take your yard waste to the transfer facility yourself at no charge. Just present your utility bill and ID to the attendant.

1212 Avenue M
Huntsville, TX 77340-4608

http://www.huntsvilletx.gov/finance/ub
Phone (936) 291-5431 or (936) 291-5432
Office Hours: Monday – Friday
8:00 am – 5:00 pm

Welcome!

Account #_____

Monthly Due Date:	5th	10th
Disconnect Date:	20th	25th

Note: Due Dates and Disconnect Dates can be affected by holidays and weekends; watch bill for exact due date each month. Disconnect Date will be 15th calendar day after Due Date. Online Account Access and Bill Pay: www.huntsvilletx.gov

Garbage Pickup Schedule:

**ALL garbage must be out by 6:00am on the morning of your pickup days, thank you.*

Garbage **Cart#** _____ **Re-cycle#** _____
Green **Blue**

COLLECTION SCHEDULES

- **Green & Blue Carts**: Mon & Thu ‖ Tue & Fri
- **Yard Waste Pickup**: 1st, 3rd & 5th Wednesdays
- **Heavy Trash Pickup**: 2nd & 4th Wednesdays

**Call-in required by noon on the Monday prior to Heavy Trash pickup $25.00 fee applies. 294-5796 (heavy trash only)*

- **Garbage Inquiries/Complaints** (936) 294-5743

MOVING? Customers- Must LEAVE CART(S) at the current location, these carts are numbered and assigned to specific addresses. **BUSINESSES WITH A DUMPSTER**- Items that cannot be placed inside dumpster include the following: concrete, yard waste, pallets, wheel barrels, mattresses, box springs, hot ash/coals, construction/bldg materials, furniture, appliances, rocks, dirt, wood, mowers machinery.

Welcome, New Utility Customer

The City of Huntsville provides water, sewer, and garbage services for residents and businesses in the city of Huntsville. It is our hope to provide you with the highest level of customer service.

HOW IS A BILL CALCULATED?

A bill is determined by the water meter usage and/or services attached to the account. Water and sewer charges are directly related to the usage through the water meter. Garbage charges are dependent on the service attached to the account, either curb-side or dumpster. *For customers outside the city limits, there is a 1.25 multiplier applied to the water and solid waste rates.*

- **Water**: The first 3,000 gallons of meter usage are billed at a base charge, which is determined by the size of the meter (see rate sheet). For residential customers, the next 4,000 gallons are billed at $4.69 per 1,000 gallons, and then the next 6,000 gallons are billed at $5.16, and then all over 13,000 gallons are billed at $5.86 per 1,000 gallons. Commercial customers are charged a minimum charge, based on meter size, for the first 3,000 gallons, then $5.86 per 1,000 gallons for all additional usage.

- **Sewer**: Residential customers are charged base on the water meter usage. There is a minimum charge of $13.00 for the first 2,000 gallons usage, then $4.87 per 1,000 gallons for all additional usage. Residential customers are either charged a sewer average (see "sewer averaging" section) or are billed for 80% of the meter usage. If not on an average, residential customers' sewer charge caps after 10,000 gallons (monthly). Commercial customers are charged $15.00 for the first 2,000 gallons usage, then $4.87 for all additional usage.

- **Garbage**: Garbage charges are determined by the service provided on the account. Generally, residential curb-side service is $21.50+ $1.77 tax, and commercial curb-side service is $23.88 + $1.97 tax. Dumpster charges are determined by the size of the container and the number of pickups per week. Contact the Utility Billing office if you have questions concerning your charges.

HOW DO I DISPUTE A BILL?

If you wish to question a bill, simply call or come by our office and we will be happy to review it with you. If you notice an increase in your bill amount, you will more than likely notice an increase in the meter usage as well. A graph of the meter usage for the last 12 months is included on your bill to help you keep watch on your usage. If you experience a leak, you may request credit on your account for the water and sewer charges affected by the excess consumption. We are allowed to issue credit on an account once every 12 months for a leak, or unexplained high usage. We require completion of a Request for Credit form and a copy of any repair receipts (or documentation of the repair).

WHAT IS "SEWER AVERAGING"

Each residential customer's sewer charge is based on their average monthly usage of the months of November through February. Reducing your usage during these months will reduce your sewer charge for the next year.

Each individually metered residential account, supplied with sewer service by the City, is charged for this service in one of two ways. The first method is a "sewer average" charge. This is comprised of a minimum sewer charge and a volume charge based upon the average amount of water consumed during the months of November – February. The sewer charge for the average monthly usage of these four months is calculated and then set as the customer's "sewer average". The customer is charged this set amount each month for the next 12 months, until it is updated after the next November – February usage. These months were selected because these typically are the months that customers are not using their water for irrigation purposes, filling swimming pools, or other outdoor watering.

Note: If you experience a leak, or unexplained high usage, during the months of November through February, be sure and notify our office. You can request an adjustment of your sewer average due to the excess usage.

Customers without this November – February usage history are charged sewer for 80% of the meter usage, up to a maximum monthly amount of 10,000 gallons ($53.96), until the November – February usage history is established.

HOW IS MY DUE DATE DETERMINED?

We have two main "cycles" of accounts; Cycle 1 and Cycle 2. Accounts whose first two digits are "01-" thru "12-" are *Cycle 1* accounts. Accounts whose first two digits are 13 thru 31 are *Cycle 2* accounts. Why is this important? This determines an account's due date, penalty posting date, and disconnection date. It is not possible to change the due date of an account.

- Cycle 1 accounts are due on the 5th of each month (unless the 5th falls on a holiday or weekend, in which case the due date will be the following business day).
- Cycle 2 accounts are due on the 10th of each month (unless the 10th falls on a holiday or weekend, in which case the due date will be the following business day).

To Report After-Hours Public Works Emergencies Call (936) 294-5700