



**In this packet you will find some valuable information regarding your billing cycle, payment options, and garbage/recycling. You may also find this information on our website: [www.waxahachie.com](http://www.waxahachie.com)**

- Your trash pick-up days will be \_\_\_\_\_ & \_\_\_\_\_.
  - **\*\*\*Bags only at the curb. NO TRASH BINS/CANS per Waste Connections.**
- Recycling is once per week, which will be on \_\_\_\_\_ (recycling info is in this packet!).
- Account # \_\_\_\_\_
- Irrigation Account # \_\_\_\_\_  
**PLEASE be advised of possible high sprinkler settings.** (Typically, the irrigation settings are set high for a new built home and will affect your usage/bill dramatically.)

• **Billing and Due Dates:**

- Cycle 1: Billed every LAST Friday  
Due every 2<sup>nd</sup> Friday
- Cycle 2: Billed every 2<sup>nd</sup> Friday  
Due every 4<sup>th</sup> Friday
- Cycle 3: Billed every LAST Friday  
Due every 3<sup>rd</sup> Friday

\*The first month's bill will take longer than 1 month to receive. It is usually a pro-rated bill.

\*\*There will be an \$19.00 new account fee on your first month's bill.

**\*\*\*FAILURE TO RECEIVE BILL DOES NOT EXEMPT YOU FROM PENALTIES OR ANY OTHER FEES.**

- Please be advised if you are needing your water service turned off, an Application for Disconnect form will need to be filled out and turned into the office.
- **Please make sure all water faucets are in the off position!** If the meter technician goes to the location and the water is running or if there is a leak, the meter technician will not be able to leave the water on and an extra \$41.00 trip charge will be assessed for the additional trip. If the technicians are called out after normal business hours there will be a \$74.00 fee assessed. Any questions or concerns regarding the meter and/or readings, please call the Meter Department at 469-309-4181. (After hours 469-309-4400)
- Any questions or concerns regarding your water bill, please call the Water Billing Department at 469-309-4170. **(City of Waxahachie main – 469-309-4000.)**