



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

- 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 2nd Friday
- Cycle 2: Billed every 2nd Friday
Due every 4th Friday
- Cycle 3: Billed every LAST Friday
Due every 3rd Friday

*The first month's bill 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.
- Your deposit will automatically apply as a credit to your bill after 12 consecutive months of good payment history, or applied to your final bill. ***** If services are disconnected due to non-payment, a deposit will be required to restore services along with other fees. *****
- **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.)**