

# CUSTOMER INFORMATION SHEET

**City Hall Hours of Operation**  
**7:30 AM – 4:30 PM**  
**Monday – Friday**

**(254) 386 – 8116**

**AFTER HOURS & WEEKEND EMERGENCY CALL NUMBER: (254) 386-3548**

Deposit for Residential and Commercial Customers: \$ 125.00

Connect Fee: \$15.00      Transfer Fee: \$10.00

All bills are mailed on or before the 1<sup>st</sup> of each month. Due on or before the 15<sup>th</sup> of each month.

If not paid on or before the due date, a 10% penalty will be added.

**If the Utility Bill is not paid prior to the Disconnect Date, a \$50.00 Non-Payment Fee will be added.**

Pursuant to City Ordinance 62-61 through 62-62. **NO EXCEPTIONS!**

**Good Customer Credit:** Initial deposits, paid to start service, will be credited to your account **after** a full year of no late fees. Refunds for these accounts are **ONLY** processed in July and December. Initial Deposit for Connection is \$125.00, subject to change by the Hamilton City Council.

<b>Residential</b>		
<b>Water Rate Structure</b>		
<b>Water</b>	Inside City Limits	Outside City Limits
Base Fee	35.00	52.50
Rate per 1,000 Gallons	5.05	7.52
All water meters are read in 100 gallons, not single gallons		
Water Rate Structure - last updated 01/01/2017		

<b>Commercial</b>		
<b>Water Rate Structure</b>		
<b>Water</b>	Inside City Limits	Outside City Limits
Base Fee – Small Commercial	45.00	67.50
Base Fee – Meter w/2 Units	50.00	75.00
Base Fee – Meter w/3-5 Units	55.00	82.50
Base Fee – Meter w/6-9 Units	60.00	90.00
Base Fee – Meter w/10+ Units	65.00	97.50
Rate per 1,000 gallons:	5.05	7.52

**Meter Fee:** A monthly meter fee will be added to your monthly billing, pursuant to City Ordinance. The fee is based on Residential/Commercial listing, location and size of the meter installed.

<b>Sewer Rate Structure</b>		
<b>Sewer</b>	Inside City Limits	Outside City Limits
Base Fee	23.00	34.50
Rate per 1,000 Gallons	2.950	4.425
New Customers start at 4,000 gallons		
Sewer Rate Structure - last updated 01/01/2017		

<b>Sewer Rate Structure</b>		
<b>Sewer</b>	Inside City Limits	Outside City Limits
Base Fee	26.00	39.00
Rate per 1,000 Gallons	3.20	4.80
New Customers start at 4,000 gallons		
Sewer Rate Structure - last updated 01/01/2017		

<b>Trash Rate Structure</b>		
<b>Residential</b>	Inside City Limits	Outside City Limits
Residential - 1 Cart	18.91	26.38
Residential - 2 Carts	37.82	52.76
Residential - 3 Carts	56.73	79.14
Tax is not included in the listed charge.		

<b>Trash Rate Structure</b>		
<b>Commercial</b>	Inside City Limits	Outside City Limits
Commercial – 1 Cart	33.84	
Commercial – 2 Carts	67.68	53.85
Commercial – 3 Carts	101.52	
Commercial – 4 Carts	135.36	
Tax is not included in the listed charge. Dumpster Rates available upon request.		

**Garbage Pickup - Progressive Waste Management - Pickup Schedule:**

**ALL GARBAGE MUST BE OUT PRIOR TO 7:00 A.M.**

**MONDAYS** – West side of Hwy 281

**TUESDAYS** – East of Hwy 281 (Rice Street) and North of Hwy 36 (Main Street)

**WEDNESDAYS** – East of Hwy 281 (Rice Street) and South of Hwy 36 (Main Street)

All garbage must be bagged or secured in a box, no loose trash, even in the garbage can.

**NO CHEMICALS, PAINTS, TV's, COMPUTER MONITORS OR OTHER HAZARDOUS ITEMS ALLOWED.**

**YOU MUST PURCHASE A YEARLY \$10.00 BULK WASTE STICKER TO DUMP LARGE ITEMS**

**Bulky or Large Items:**

No large bulky or large item(s) will be picked up at curbside. It can be taken to the City Service Center, located at 1099 E SH 22. Which will be open the following days (subject to change at discretion of City Hall): **NO TIRES ALLOWED!**

**1<sup>st</sup> Wednesday of the month** - 1:00 p.m. to 5:30 p.m.

**3<sup>rd</sup> Saturday of the month** - 8:00 a.m. to 12:00 Noon.

**Fire Department Donation:** Voluntary, if requested, will be added to monthly bill. Can pick one of the following:

1. Round up to the nearest dollar. **OR**
2. Add a specific amount of money per month.

**Transfers:**

You **MUST** sign a Service Application to transfer your service from one location to another location. This includes a Connect (Turn On) for your new location and a Disconnect (Turn Off) for your previous location, dates can be specified. A **TRANSFER FEE** of **\$10.00** will be required prior to Transfer of Services or can be charged to your account, **AND** your water bill must not be past due.

**Disconnection:**

You **MUST** sign a Disconnect (Turn Off) order. You can specify the disconnection date.

If you have not received a Good Customer Credit, then your deposit will be applied to your final bill.

**You are responsible for any remaining balance. Unpaid balances will be sent to collections.**

**Dog(s) Registration:**

All dogs residing inside the City Limits of Hamilton, are required, per City Ordinance, to be registered with the City and vaccinated for rabies, by State Law. Annual tag fee is \$5.00 with a record of current rabies vaccination.