

NEW 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

Billing:

1. Bills are mailed on or before the 1st of each month and are due on or before the **15TH** of month. If the 15th falls on a weekend, then it is due the following Monday. Bills not paid in full on or before the **Due Date**, will have a delinquent charge added at 10% of the total amount due.
2. **Disconnect Date is noted on the Bill.**
3. All accounts not paid prior to the **Disconnect Date**, will be charged a **\$25.00 NON-PAYMENT FEE**. Pursuant to City Ordinance 62-61 through 62-62. **NO EXCEPTIONS!**

Basic Residential Utility Charges:

<u>Water:</u>	Deposit	\$125.00	
	Connect Fee:	\$ 15.00	
	Base Fee:	\$ 35.00 +	$\$4.42 / 1,000 \text{ Gallons} = \$0.00442/\text{Gallon}$
<u>Sewer:</u>	Base Fee:	\$ 23.00 +	$\$2.25 / 1,000 \text{ Gallons} = \$0.00225/\text{Gallon}$
	Starting Usage:	4,000 Gallons	
	Sewer Averaging:	Average of December, January & February Water usage	
<u>Trash:</u>	1 Trash Cart:	\$ 17.21	+ Tax: \$1.42
	Extra Trash Carts:	\$ 5.00 +	Tax / Month Extra

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:

1. You **MUST** sign a Disconnect (Turn Off) order. You can specify the disconnection date.
2. 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.**

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.

Garbage Pickup - Progressive Waste Management - Pickup Schedule:

1. **MONDAYS** – West side of Hwy 281
2. **TUESDAYS** – East of Hwy 281 (Rice Street) and North of Hwy 36 (Main Street)
3. **WEDNESDAYS** – East of Hwy 281 (Rice Street) and South of Hwy 36 (Main Street)
4. **ALL GARBAGE MUST BE OUT PRIOR TO 7:00 A.M.**
5. **All garbage must be bagged or secured in a box, no loose trash, even in the garbage can.**
6. **NO CHEMICALS, PAINTS, TV's, COMPUTER MONITORS OR OTHER HAZARDOUS ITEMS ALLOWED.**

Bulky Items:

No large bulky item(s) will be picked up at curbside. They can be taken to the City Service Center, located at 309 W Henry St. Which will be open the following days (subject to change at discretion of City Hall): **NO TIRES ALLOWED!**

1. 1st Wednesday of the month - 1:00 p.m. to 4:30 pm or later depending on time of year.
2. 3rd Saturday of the month - 8:00 a.m. to 12:00 Noon.

Fire Department Donation:

This is a voluntary program, where you can donate to the VFD each month. If requested, this amount will be automatically added to your water bill, every month and given to the VFD.

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.