

CITY OF OMAHA, TEXAS
Policy for Water, Sewer, and Trash Collection

Updated and approved by the City Council September 14, 2009, this policy supersedes all previous policies and is effective immediately upon City Council approval.

Application for service:

Written application shall be made for water, sewer, and trash on a form furnished by the City and requires one form of identification. A deposit of \$150.00 for home owners, \$200.00 for renters, \$300.00 for Commercial business is due at the time services are turned on.

The rate and charges fixed and prescribed by the City Council shall be due on the **10th** of each month. If not paid, a past due notice will be sent and a charge of \$10.00 will be added to the bill. If this bill is not paid by the date stated on notice the water service will be disconnected. Payments can be made in office or drop box, by mail or online at **cityofomahatx.com**

Disconnection of service will begin the morning of the date on the notice. A disconnect fee of \$50.00 will be added to the bill and must be paid to have services turned back on.

If you can't pay your bill by the past due disconnect date, you may call the city office for a one time extension of up to 10 days. If the bill is still not settled by the end of the 10 day extension period, your water will be disconnected until the account is settled.

Employees will not turn on services after hours stated by the City Council.

In the event of a return check there will be a \$50.00 service charge for that check and a 10 day disconnect notification process started. There will be no extensions made in the case of returned checks.

If you move from one house or building to another in the city, any outstanding bills must be paid before the water is turned on.

All water meters used for measurement of the consumption of utility services furnished by the city shall be installed and maintained by the city. It is **unlawful** for any person, other than a city employee, to damage, tamper with or manipulate any meter in any manner so as to affect its registration or measurement. It is **unlawful** for any person, other than a city employee, to remove or damage a lock installed by the city. A violation will result in a fine of \$300.00.

Sewer charges are based on the amount of water used. City asks that you do not pour grease down your sinks or any thing that would cause a blockage in the sewer lines. This causes unsightly backup in the system.

Every resident and business will be responsible for having and maintaining sewer clean out. The city will not pay or be liable for damages resulting in a sewer water backup in residential or commercial buildings. The Homeowner and /or renter or business owner **must have and maintain** a sewer clean out on their property that can vent or spill out any and all sewer water outside before it can enter in a reverse undesired direction of flow into a habitation, building, garage, patio, or any structure, due to a sewer blockage, or similar occurrence. **This Approved and passed by the City Council on this 4th day of February, 2011**

Trash services are provided by Waste Management. A green polycart will be furnished for each household at \$21.25 each month, an additional cart will be \$14.20. All trash needs to be in the cart. Trash on the ground or in another cart not furnished by Waste Management will not be picked up. The only exception will be at Christmas Holiday, extra trash will be picked up. Trash must be put out no later than 7: 00 AM on Wednesday. **Remove carts from streets no later than Thursday 10 A.M.** If your cart becomes damaged please call the City office at **903-884-2302**

Approve and Passed by City Council on this 14th of September, 2009

Signature

Date