



## Residential Utility Billing Information and Policies

### Residential – New Service Deposit and Non-Refundable Administrative Fee

- a. 3 Services (water, sewer, trash) (MOST COMMON)
  - Deposit \$160
  - Administrative Fee \$25
- b. 2 Services
  - Deposit \$120
  - Administrative Fee \$25
- c. 1 Service (Trash Only)
  - Deposit \$100
  - Administrative Fee \$25

**UTILITY BILLING:** Monthly utility bills are mailed on or before the LAST BUSINESS DAY of every month. Due date is the 16<sup>th</sup> of each month before 5 pm to avoid a 10% late charge. Payments must be made by the 25<sup>th</sup> of every month before 5 pm to avoid a disconnection fee of \$35.00. If the 16<sup>th</sup> or 25<sup>th</sup> falls on a weekend or holiday, the payment is due the following business day. Due dates and disconnect dates are printed on every utility bill. FAILURE TO RECEIVE THE BILL IN THE MAIL WILL NOT RELIEVE THE ACCOUNT HOLDER FROM PAYING FOR SERVICES RENDERED ON OR BEFORE THE DUE DATE. If the bill has not been received the 3<sup>rd</sup> day of the month, call City Hall 254-445-3331 for the account balance or visit your online account.

**ACCOUNT HOLDER(S):** The Account holder(s) named on the Utility Connection Form is/are the only one(s) responsible for the account and the only one(s) that have access to the account. Only the account holder(s) can make changes to the account and must provide an ID every time a change is requested. All change requests must be done in the office. The City will NOT give any information to anyone not listed on the account. Anyone can come make a payment on an account but nothing more. To add an authorized user to an account, the



## **Residential Utility Billing Information and Policies**

account holder and the individual being added must come to the office together and show a photo ID.

**DROPBOX:** A Payment Dropbox is located in the City Hall vestibule. For security reasons, please only place Checks or Money orders in the Dropbox, **NO CASH**. Ensure account number or address is included with the payment. The Drop Box is checked for payments daily. Payments left in the dropbox will not be processed until the next business day. The Dropbox is locked on due dates, the 16<sup>th</sup> & 25<sup>th</sup>, from 8:00am to 8:00am the following day.

**CITY OF DUBLIN WEBSITE:** [ci.dublin.tx.us](http://ci.dublin.tx.us)

**PAYMENT METHODS:** City Hall accepts checks, cash or cards (No American express or Discover) depending on the status of the account. Online payments and over the phone payments are an option with a \$3 convenience fee.

**RETURNED CHECKS:** Any and all checks or drafts returned from the City's bank for non-sufficient funds will be charged a \$30 service fee. A letter will be sent to the account holders mailing address on file. The account holder will have 10 days from the date of the letter to make the full payment due plus the service charge. The City will only accept cash, money order or credit/debit card after the first returned check. The City will not take any checks as form of payment for six (6) months. After the 2<sup>nd</sup> non-sufficient funds, the City will NO LONGER accept any checks or draft on that account. ONLY cash, money order or debit/credit card (NO AMERICAN EXPRESS OR DISCOVER) will be accepted.

**CHECK FOR LEAKS:** The City of Dublin encourages its residents to routinely check their water meter for leaks. To check: Ensure all water faucets and appliances that use water are turned off, locate the water meter for the residence, check that the leak detector gauge (red triangle) is not spinning. If it is spinning, there is a leak. Check outside for wet areas which may indicate possible underground cracks or leaks. Meter reports can be requested to see hourly use. The first is free, the subsequent reports will have a \$10 fee. If a leak is detected and the water charge amount exceeds \$200.00, the City can help pay half of the water charge once per 12 months. Required documentation to qualify for a deduction of



## Residential Utility Billing Information and Policies

the water charge: Receipts showing materials purchased to fix the leak and a letter from the account holder stating what had happened.

**PERSONAL CUTOFF:** Per City Ordinance, it is mandatory for each residence to have a personal cut-off on the property. The account holder will be responsible for calling City Hall to shut off the service for any water leak. At that time, before turning services back on, City Hall will require the residence to install a personal cutoff if one was not installed previously. When a new cutoff is installed, it should be installed no more than 3ft. from the City meter. If the account holder does not install a cutoff during the time the services are off, there will be a \$50 fee added to the account. If a leak occurs between Monday – Wednesday, residents have until that Friday to fix the leak. If a leak occurs on Thursday or Friday, residents have until that Monday to fix the leak. A personal cutoff helps residents have access to turn water off on their side if there is a leak and/or an extended stay from the residence.

**METER TAMPERING:** Per Texas State Law, tampering with City property, in any way, will result in criminal charges filed. This includes: tampering with meters, City lines, locks, or plugs that have been installed to hinder access to the meter and lines. A \$50 tampering fee will be applied and must be paid before turning services back on.

**METER BOX:** Per City Ordinance, the City must have access to the meter box at all times. Residents are required to trim bushes and trees that block or cover the meter. Don't bury or mulch over the meter. Remove any objects (vehicles, flower boxes, garbage cans, equipment) that block meter access. Ensure the meter is not blocked by fencing or locked gates.

**POLY CARTS:** Per City Ordinance, each residence within city limits will have one (1) poly cart. If more than one (1) poly cart is required, the additional fee for each cart is \$6.79 per poly cart + tax monthly, the account holder(s) must come in the office to request the second or more poly carts. All Poly Cart(s) must stay at the Residence. When moving out, leave the poly cart and the City will remove it. If



## **Residential Utility Billing Information and Policies**

transferring from one residence to another within the City limits, a poly cart(s) will be provided at the new address.

**NON-PAYMENT:** If utility service has been disconnected for non-payment, customers have until the last day of the month to pay the payment in full. If payment is not paid in full by the end of the month, the service will be closed out and the deposit will be applied to the balance on the account. To reconnect services, Account Holder(s) will have to pay the deposit, connection fee and the remaining balance that is owed. Utility Billing occurs monthly until the Account Holder(s) come to Dublin City Hall and complete the Disconnect Form.

**DISCONNECT POLICY:** To disconnect services, the account holder(s) is/are responsible to come in the office and fill out a disconnect as well as provide a photo I.D.

**FINAL BILL:** The Final Bill Date will be the date listed on the Disconnect Form. The City will apply the deposit and either mail a refund check or a final bill. Please note, utility bills are a month behind so at the time of notification, Account Holders will owe the current bill plus a final bill. If Account Holders leave a balance unpaid, the City of Dublin will prosecute to the full extent of the law.

**PETS:** All pets must be registered with the City of Dublin. Proof of current rabies vaccination is required plus a \$10 tag fee. Any tags replaced are \$5. Owners must register animals yearly.

**GARAGE SALE PERMITS:** Customers are welcome to have a garage sale 3 times a year. Garage Sale Permits can be purchased at Dublin City Hall for \$10.

**FOR ASSISTANCE:** Please Call Dublin City Hall at (254) 445-3331 during normal business hours 8am-5pm, Monday - Friday.

**WATER/WASTEWATER EMERGENCIES ONLY:** weekends and Holidays, call 254-445-3455 and press 2.

---

ALL POLICIES AND CHARGES SUBJECT TO CHANGE WITHOUT NOTICE



## **Residential Utility Billing Information and Policies**