

## **CUSTOMER INFORMATION (AS OF OCTOBER 2015)**

1. THE CITY OF SCHULENBURG FURNISHES ELECTRICITY, WATER, SEWER AND GARBAGE SERVICES.
2. A \$300.00 RESIDENTIAL DEPOSIT IS REQUIRED FOR ANYONE RENTING A HOME OR WHO RENTS OR OWNS A MANUFACTURED HOME.
3. COMMERCIAL DEPOSITS, OWNERS OR RENTERS, BEGIN AT \$400.00 AND ARE SET BY THE CITY ADMINISTRATOR. THEY ARE BASED ON THE TYPE OF BUSINESS AND PREVIOUS KILOWATT CONSUMPTIONS. (AVERAGE BILL)
4. THE CITY REQUIRES A 24-HOUR NOTICE FOR CONNECTS TO BE DONE.
5. ELECTRIC AND WATER METERS ARE READ ON THE 15<sup>TH</sup> OF EACH MONTH AND ARE MAILED OUT ON THE LAST DAY OF THE MONTH SO THAT THEY ARE RECEIVED ON THE 1<sup>ST</sup>. THE NET AMOUNT OF THE BILL IS DUE BY THE 10<sup>TH</sup> – GROSS AMOUNT BY 8:00 A.M. ON THE 17<sup>TH</sup> – WHICH IS DISCONNECT DAY.
6. ALL ELECTRICAL CONNECTS HAVE A MANDATORY GARBAGE CHARGE AND ALL WATER CONNECTIONS HAVE A MANDATORY SEWER CHARGE.
7. GARBAGE PICK-UPS FOR RESIDENTS WHO LIVE ON THE NORTH SIDE OF THE RAILROAD TRACKS ARE TUESDAYS. RESIDENTS ON THE SOUTH SIDE OF THE TRACKS HAVE GARBAGE PICKUPS ON THURSDAYS. GARBAGE PICKUPS ARE SUBJECT TO CHANGE DURING THE WEEK OF A HOLIDAY. INFORMATION CAN BE FOUND IN THE LOCAL NEWSPAPER, CALLING CITY HALL. GARBAGE CONTAINERS SHOULD NOT EXCEED 30 GALLONS OR 50 LBS.
8. A \$40.00 RECONNECT FEE IS REQUIRED ALONG WITH PAYMENT OF THE UTILITY ACCOUNT BEFORE UTILITIES CAN BE RECONNECTED.
9. A \$35.00 CHARGE IS ASSESSED ALONG WITH PAYMENT OF THE UTILITY ACCOUNT FOR EACH INSUFFICIENT CHECK.
10. ALL DELINQUENT BILLS MUST BE PAID IN FULL BEFORE A NEW CONNECT CAN BE MADE.
11. WE ACCEPT UTILITY PAYMENTS IN CASH, CHECKS, MONEY ORDERS AND CREDIT CARDS (MASTERCARD OR VISA). THE CREDIT CARDS CAN EITHER BE USED ON SITE AT CITY HALL FOR FREE OR CALLED IN FOR A \$2.50 FEE.

12. FOR CUSTOMER CONVENIENCE, A NIGHT DROP BOX IS LOCATED TO THE LEFT OF THE FRONT DOOR AND A DROP BOX IS IN THE PARKING LOT ACROSS FROM CITY HALL.
13. IF A GAS CONNECTION IS REQUIRED, YOU WILL NEED TO CONTACT CENTER POINT ENERGY AT 1-800-427-7142.
14. TO RECEIVE CABLE TELEVISION SERVICE, CONTACT NEW WAVE COMMUNICATIONS IN LA GRANGE AT 1-800-272-0038.
15. TO RECEIVE TELEPHONE SERVICE CALL VERIZON AT 1-888-837-4966. TO SEE IF VERIZON OFFERS INTERNET IN YOUR AREA:  
<http://fios.verizon.com/>
16. WITH ADVANCE NOTICE, THE CITY WILL PROVIDE CURBSIDE PICK-UP OF LIMBS AND LEAVES ONE DAY A WEEK. THERE WILL BE A CHARGE OF \$25.00 FOR THE FIRST 15 MINUTES OF SERVICE AND \$1.00 PER MINUTE FOR EACH ADDITIONAL MINUTE OF SERVICE. PREPAY FOR SERVICES OR COMPLETE A BILLING AUTHORIZATION FORM AT CITY HALL.
17. CITIZENS MAY DUMP LEAVES, LIMBS AND GRASS CLIPPINGS ON WEDNESDAYS FROM 1 TO 5 PM AND SATURDAYS FROM 8 AM TO 5 PM AT THE OLD LANDFILL SITE ON SOUTH STREET. MOST CURRENT UTILITY BILL IS REQUIRED TO DUMP.
18. RURAL CUSTOMERS MAY USE THE DUMPSTERS LOCATED ON FM 2672 – HIGH HILL RD, NORTH OF HWY 90 WEST – TO DUMP HOUSEHOLD GARBAGE ONLY THAT HAS BEEN BAGGED IN FAYETTE COUNTY BAGS, WHICH CAN BE PURCHASED AT CITY HALL OR AT THE SITE. A MINIMUM OF 10 BAGS CAN BE PURCHASED AT CITY HALL; INDIVIDUAL BAGS MAY BE PURCHASED AT THE SITE. EACH BAG COSTS \$2.00.
19. RECYCLING CENTER & RURAL DUMPSTERS ARE OPEN MONDAY – WEDNESDAY – SATURDAY FROM 7 AM TO 3 PM. IT IS LOCATED AT THE FAYETTE COUNTY PRECINCT 4 WAREHOUSE ON FM 2672 HIGH HILL RD. IF YOU HAVE ANY QUESTIONS CONCERNING RECYCLING – CALL 743-3250
20. THE CITY OF SCHULENBURG OVERSEES THE OPERATIONS OF THE CIVIC CENTER, (ON HILLJE ST); THE COMMUNITY CENTER (ON ANDERSON ST); WOLTERS PARK, PAVILION, POOL, SPORTS COMPLEX AND EXPO CENTER. ANY QUESTIONS CONCERNING THESE PLACES SHOULD BE DIRECTED TO CITY HALL – 743-4126.