

City of Rosenberg

Customer Service Department
2110 Fourth Street
PO Box 631
Rosenberg, Texas 77471
(832)595-3400 Phone
(832)595-3402 Fax



Policies and Procedures - Commercial

Requirements for Commercial New Service:

1. A completed application.
2. Owners must provide proof of ownership and renters must provide a lease agreement
3. One (1) form of identification must be a valid picture identification.
4. Service initiation fee of \$20.00.
5. Deposit as set by City Ordinance.

The amount of deposit required is determined by the Customer Service Department, based upon the estimated water, sewer and garbage charges for two (2) months and the nature of the business.

The minimum deposit required is \$160.00.

Billing and Collection Procedures:

1. The utility bill includes charges for water, sewer, and garbage.
2. The water meter is read and the utility account is billed **once** a month. The timing of your bill will be determined by the service location - either Cycle 1 or Cycle 2:

Cycle 1 - Mailing Date - 30th of each month - Payment due date - 15th of following month - If weekend or holiday next business day.

Cycle 2 - Mailing Date - 15th of each month - Payment due date - 1st of following month - If weekend or holiday next business day.

3. Garbage collection for hand pick-up will be serviced on Wednesday. This service is billed by the City.
4. Garbage collection for a dumpster is available Monday thru Saturday (customer may determine the service day(s)). This service is billed by the City.
5. Garbage service that requires a roll-off dumpster or a recycling container is set up and directly billed by the waste management company contracted with the City.
6. Individually owned trash compactors are allowed, but the receiving bin and the garbage collection must be provided by the waste management company contracted with the City. This service is billed by the waste management company contracted with the City.

Please note: (city of Rosenberg Code of Ordinances Article II, Sec. 23-26). "The collection and disposal of solid waste within the corporate limits of the City by any person or business entity other than a business entity which has been approved by the City Council to collect and dispose of solid waste and with whom a contract has been duly executed is prohibited". At this time Republic Services is contracted with the City for the collection and disposal of solid waste.

Delinquency Processing:

1. Non-receipt of the bill or delinquent notice does not release or diminish the customer's obligation to make payment for service rendered.
2. 10% penalty is assessed if payment is not received by the **payment due date**.
3. Delinquent notice is mailed if payment is not received within 5 days after the payment due date. If payment is not received, water service will be disconnected.
4. If meter reading changes after meter reading is documented and service is disconnected, then the meter will be **locked**.
5. To restore service on disconnect day payment must be received by 3:00 p.m. An additional charge of \$25.00 for overtime will be charged for re-connection after 3:00 p.m.

Fees Required Re-instating Service After Disconnection:

Unlocked Meter

Payment of past due bill - \$40.00 Reconnect fee - \$80.00 Deposit (not to exceed a total deposit of an average 3 month bill)

Locked meter

Payment of total amount due on account - \$100.00 Reconnect fee - \$80.00 Deposit (not to exceed a total deposit of an average 3 month bill)

Methods of Payment:

1. In Person - at City Hall, 2110 4th St, Rosenberg, Texas 77471
2. By Mail - Please allow 7-10 days for delivery by the due date. PO Box 631, Rosenberg, Texas 77471
3. Drop Box - No cash please! Located by the drive thru at City Hall. Any payment dropped off on the due date is accepted as payment on the due date.
4. ACH Bank Draft - The payment is drafted from your account on the due date. This is an excellent way to avoid delinquencies.
5. Telephone - Credit card payments only. (Visa or Master Card only)
6. Online - Online payments can be made on the City web site. <http://www.ci.rosenberg.tx.us>

Additional Services Provided:

1. To verify accuracy of the bill a customer may request to have the meter reread. If it's determined that the reading is incorrect the bill will be corrected. If it's determined that the reading is correct a fee of \$15.00 will be charged to the utility account.
2. A payment extension on your bill will be considered if the request is made before the service termination date and there is a verifiable hardship due to illness, disability, unemployment, or similar situation. Request must be made at City Hall.
3. A customer who deems his account to have had an extraordinary increase may appeal to the Customer Service Department for a credit adjustment. To qualify for the credit adjustment, the consumption must be 150% or more of the normal consumption, documented proof of a repaired leak must be provided, and 12 months of historic consumption must be available.

Other Helpful Information:

Location - 2110 4th St, Rosenberg, Texas 77471

Mailing Address - PO Box 631, Rosenberg, Texas 77471

Phone Number - 832-595-3400

Fax Number - 832-595-3402

Water or Sewer Emergencies (after hours) - 832-595-3700

Web Page - <http://www.ci.rosenberg.tx.us>

Business Hours - 7:30 a.m. to 5:30 p.m. Monday through Thursday 8 a.m. to 5 p.m. Friday

Holidays Observed by the City: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Fort Bend County Fair Day (September), Thanksgiving Day and the following Friday, Christmas Eve, and Christmas Day.