

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 - Residential

Requirements for Residential New Service:

1. A completed application.
2. Owners must provide proof of ownership and renters must provide a lease agreement
3. Two (2) forms of identification for each person listed as owner/lessee. One (1) form of identification must be a picture identification (i.e. "Unexpired" United States driver's license or identification certificate, United States passport book, United States passport card or consular document (example Mexico Matricula Consular).
4. Service initiation fee of \$20.00.
5. Deposit as set by City Ordinance.
The Initial deposit for a renter is \$150.00. If the renter is a senior who is 65 years or older, the initial deposit is \$80.00. If the applicant is the owner and occupant of the premises or if the owner of a non-owner occupied property has other owner-occupied service within the City and has no history of delinquency within the last 6 months and is responsible for the utility bill for the non-owner occupied premises, no deposit will be required.
6. All information must be provided prior to activation of service. New service requests before 1:00 p.m. will be processed the same day. New service after 1:00 p.m. will be processed the following City business day. An additional service initiation fee of \$20.00 will be charged for same day service requests after 1:00 p.m.

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.

Solid Waste Collection Guidelines:

1. Automated service of the solid waste roll-out cart (**blue lid**) takes place once weekly on **Wednesday**. Solid waste includes trash and rubbish generated from the residence. Cart should be placed at the edge of the street by 7:00 a.m. on the service day, facing the street (wheels and handle facing the residence), with 3 feet of space between the carts and other objects such as mailbox, fence, or vehicles.
2. Automated service of the recycling roll-out cart (**green lid**) takes place once weekly on **Wednesday**. Recyclable items collected include newsprint, magazines, plastic bottles, (PE and HDPE), glass containers, aluminum cans, metal (tin) cans, and cardboard broken down and flattened for collection. All acceptable recyclables can be combined in the cart without bagging or separating the items. Residents are encouraged to take hazardous waste, tires, TVs, and recyclable electronics to the Fort Bend County Recycling Center located in Rosenberg at 1200 Blume Rd.
3. The collection of "**green waste**" occurs each **Monday**. Green waste is yard waste that includes grass clippings, leaves, tree trimmings, branches, and other items derived from plants, bagged, or containerized, weighing less than fifty (50) pounds. Tree and brush limbs shall be no larger than three (3) inches in diameter and cut into four (4) foot lengths. Grass clippings and leaves may be placed at the curb in the resident's personal container or in bags; branches and limbs meeting the size limitations may be bundled or placed in small piles at the curb, preferably tied. The green waste will be diverted from the landfill with the intent to recycle; contaminated green waste will not be considered for recycling.
4. **Heavy items** are collected each **Tuesday**. Bulky items include stoves, hot water tanks, washing machines, other household appliances, furniture, and other waste materials **excluding** refrigerators, construction debris, hazardous waste, or stable matter.

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. A 10% penalty is assessed if payment is not received by the **payment due date**.
3. A delinquent notice is mailed if payment is not received by the **payment due date**.
4. If payment is not received within 10 days from the **payment due date**, service will be disconnected.
5. If service to a meter which has been disconnected for nonpayment is restored without approval the meter will be locked or pulled.

Fees Required Reinstating Service After Disconnection:

Unlocked Meter

Payment of past due bill - \$40.00 Reconnect fee - \$80.00 Deposit (not to exceed \$300 total)

Locked/Pulled Meter

Payment of total balance due on account - \$100 Reconnect fee - \$80.00 Deposit (not to exceed \$300 total)

Note: Homeowners who have not been disconnected for non-payment in the previous 12 months will not be required to pay the \$80 deposit. 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.

Methods of Payment:

1. In person - At City Hall - 2110 4th St
2. By Mail - Allow 7-10 days for delivery by the due date - PO Box 631
3. Drop Box - located under the drive thru canopy at City Hall. Any payment dropped on the due date is accepted as payment on the due date. No Cash Please! Please note, the drop box is not available on designated service termination days.
4. ACH - Bank Draft - The payment is drafted from your account on the due date.
5. Telephone - Credit card payments only. (Visa or Master Card only)
6. Online - Payments can be made at the City web site. <http://www.ci.rosenberg.tx.us>

Additional Services Provided:

1. A senior citizen discount on the utility bill is available to person 65 years or older.
2. 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.
3. To verify accuracy of the bill a residential customer may request to have the meter tested for a fee of \$25.00.
4. 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.
5. 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 - Rosenberg City Hall, 2110 Fourth Street, 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. on 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.