



Policies and Procedures - Commercial

Requirements for Commercial New Service:

1. A completed application.
2. One (1) form of identification must be a valid Texas driver's license or a photo ID card issued by the Texas DPS. If applicant(s) cannot provide an ID issued by Texas DPS, two (2) forms of ID will be required .
3. The initial 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 \$150.00. The deposit is set by City Ordinance.
4. New service will be activated the next City business day. A service initiation fee of \$20.00 will be charged for same day service requests. All information must be provided prior to service activation.

The city will not initiate service if the meter indicates that water is running. An additional service fee of \$15.00 will be charged for each subsequent trip to imitate service.

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. Once per week garbage collection for 95 gallon carts will be serviced either Monday or Tuesday. This service is billed by the City. To determine your collection day visit www.rosenbergtx.gov/trash.
4. Garbage collection for a dumpster is available Monday thru Saturday (customer may request preferred service day(s)). This service is billed by the City. Missed pickups should be reported to GFL at 832-271-5187 or CityofRosenberg@gflenv.com.
5. Garbage service that requires a roll-off dumpster or a recycling container is set up and directly billed by the waste management company (GFL) 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 (GFL) 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 GFL is contracted with the City for the collection and disposal of solid waste. GFL may be contacted at 832-271-5187 or CityofRosenberg@gflenv.com.

Please note: It is illegal to tamper with your water meter? This includes using a wrench to turn your water meter on or off yourself. The water meter is City property and should only be handled by the Water Utilities Department. If you need assistance, contact Customer Service at 832-595-3400 during business hours or Rosenberg Police Dispatch after hours at 832-595-3700.

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. 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 meter reading changes after meter reading is documented and service is disconnected, then the meter will be **locked**.
6. To restore service on disconnect day payment must be received by 4:30 p.m. An additional charge of \$25.00 for overtime will be charged for reconnection after 4:30 p.m.

Fees Required Re-instating Service After Disconnection:

Unlocked Meter

Payment of past due bill; \$25.00 Reconnect fee; \$50.00 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; \$100.00 Deposit (not to exceed a total deposit of an average 3 month bill)

Methods of Payment:

1. In Person/Drive Thru: 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 water 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.rosenbergtx.gov>

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 customer who deems their 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

Email: customerservice@rosenbergtx.gov

Website: <http://www.rosenbergtx.gov>

Business Hours: 7:30 a.m. to 5:30 p.m. Monday through Thursday 8 am to 5 p.m. and Friday's 8 a.m. to 5 p.m.

GFL: Commercial: 832-271-5187 or CityofRosenberg@gflenv.com

Holidays Observed by the City: New Year's Day, Martin Luther King, Jr., Good Friday, Memorial Day, Independence Day, Labor Day, Fort Bend County Fair Day (September), Veterans Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve and Christmas Day.