



Policies and Procedures - Residential

Requirements for Residential 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 for an owner or renter is \$150.00. If the owner or renter is a senior who is 65 years or older, the initial deposit is \$80.00. Deposit as 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 initiate 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.

Solid Waste Collection Guidelines: visit www.rosenbergtx.gov/trash for additional trash service information.

1. Automated service of the **solid waste** (black cart with black lid) roll-out cart takes place twice per week either **Monday/Thursday or Tuesday/Friday**. 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 4 feet of space between the carts and other objects such as mailbox, fence, or vehicles.
2. Automated service of the **recycling** (green cart with black lid) roll-out cart takes place once weekly on **Wednesday**. Recyclable items collected include mixed papers, magazines, plastics 1, 2, and 5, cartons, glass containers, aluminum cans, metal (tin) cans, cartons, and cardboard broken down and flattened for collection. All acceptable recyclables should be combined in the cart without bagging or separating the items and should be clean and dry. Residents are encouraged to take hazardous waste, tires, Tv's, and recyclable electronics to the Fort Bend County Recycling Center located in Rosenberg at 1200 Blume Rd.
3. The collection of **green waste** occurs on the first day of your pickup either **Monday or Tuesday**. 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 six (6) 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 should be bundled and placed in at the curb, 15 or less bags/bundles. 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 on the first day of your pickup either **Monday or 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 **GFL** is contracted with the City for the collection and disposal of solid waste. GFL can be contacted at 832-271-5187 or CityofRosenberg@gflenv.com.

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; \$25.00 Reconnect fee; \$50.00 Deposit (not to exceed \$250 total)

Locked/Pulled Meter

Payment of total balance due on account; \$100 Reconnect fee; \$100.00 Deposit (not to exceed \$250 total)

Note: Homeowners who have not been disconnected for non-payment in the previous 12 months will not be required to pay the \$50 deposit. 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.

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.

Methods of Payment:

1. In person/Drive Thru: 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 on the City web site. <http://www.rosenbergtx.gov>

Additional Services Provided:

1. A senior citizen discount on the utility bill is available to persons 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 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: Rosenberg City Hall, 2110 4th Street, Rosenberg, Texas 77471

Mailing Address: PO Box 631, Rosenberg, Texas 77471

Phone Number: 832-595-3400

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 and Friday's 8 a.m. to 5 p.m.

GFL Phone Number: 832-271-5187 or Email: 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.