



In this packet you will find some valuable information regarding your billing cycle, payment options, and garbage/recycling. You may also find this information on our website: www.waxahachie.com

- Your trash pick-up day will be once a week on _____.
 - Recycling will be **EVERY OTHER** week.
 - Anything not placed in Poly-Carts must have a Pink Tag.
 - It's the customer's responsibility to contact Waste Connections about missing bins.
- Account # _____
- Irrigation Account # _____
PLEASE be advised of possible high sprinkler settings. (Typically, the irrigation settings are set high for a new built home and will affect your usage/bill dramatically.)
- **Billing and Due Dates:**
 - ☐ Cycle 1: Billed every LAST Friday, due every 2nd Friday
 - ☐ Cycle 2: Billed every 2nd Friday, due every 4th Friday
 - ☐ Cycle 3: Billed every LAST Friday, due every 3rd Friday
- **Failure to receive bill does not exempt you from penalties or any other fees**
- There will be a \$21.00 new account fee on your first month's bill.
- The first month's bill is usually a prorated bill.
- Please be advised if you are needing your water service turned off, a **Disconnect Form** will need to be filled out and turned into the office.
- Don't forget to sign-up for Eye On Water!
- ***Please make sure all water faucets are in the off position!*** If the meter technician goes to the location and the water is running or if there is a leak, the meter technician will not be able to leave the water on and an extra \$47.00 Return Connection Fee will be assessed for the additional trip. If the technician is called out after normal business hours there will be a \$84.00 after hour fee assessed. Any questions or concerns regarding the meter and/or readings, please call the Meter Dept at 469-309-4181. (After hours 469-309-4400)



Create an EyeOnWater account to see what we see.

The customer has the ability to monitor their day to day water usage and create Water Leak Alerts. You can download the app or use your browser.

The website is www.eyeonwater.com

EyeOnWater®

Download on the App Store

GET IT ON Google Play

Email Address:

* This field is required

Password:

Sign In

Create Account

[Forgot Password?](#)

Click “Create Account” and follow the instructions. You will need your account number and zip code



WASTE CONNECTIONS CONTACT INFORMATION

1080 Eastgate Rd Midlothian Tx, 76065

Phone: 972-289-6714

Fax: 972-289-6723

Email: waxadispatch@wasteconnections.com

WHAT YOU NEED TO KNOW

You will have **once a week** trash collection, and **twice a month** recycling. To view your schedule, please visit <https://www.wasteconnections.com/waxahachie>, and scroll down and enter your address under "My Schedule"

Observed holidays are New Year's Day, Thanksgiving Day and Christmas Day. If your service day is on one of the above days, your service will run one day behind. For example, if the holiday falls on Friday and your trash day is on Friday you will be serviced on Saturday that week.

DETAILS

Trash (GREEN) and **recycling (BLUE)** containers must be out by 6:45am on the day of service and no earlier than 7:00pm the day before the scheduled service day.

Containers must be at least three (3) feet away from each other or any objects/ obstacles such as a mailbox or poles. Place the container within three (3) feet of the curb with the wheels facing your home. Container lids **MUST** be completely closed.

Recyclables must be placed loose inside the **BLUE** recycle cart each service day.

In the event that you are physically unable to place the containers out at curbside on the day of service and require accommodations, please contact our office at 972-289-6714 to have this set up.

Should you have an unusual accumulation of trash that will not fit inside your container, you may inquire about purchasing a Pink Tag so this trash may be placed outside of the container; please contact our office at 972-289-6714 or the City Utility Billing Department at 469-309-4170 for more information.

You may request an extra trash and/or recycling cart for an additional fee **PER MONTH, PER CONTAINER**. To request an additional cart, send a [completed request form](#) and a copy of your driver's license or state ID to ub@waxahachie.com. Please call 469-309-4170 to confirm that form was received.

***Please be advised that there are **THREE** separate trucks that go by: Refuse truck, Recycle truck, and Garbage bag truck. If all of your garbage is not picked up by 7:00pm, please contact Waste Connections the next business day (972-289-6714).

RECYCLE SERVICES

ACCEPTED ITEMS (Recyclables must be placed loose inside the BLUE recycle cart each service day)



ALL BROKEN-DOWN
CARDBOARD



ALL GLASS



ALL ALUMINUM, TIN
& STEEL



PLASTICS #1-#5, #7



ALL PAPER

BULK & BUNDLED BRUSH

Waste Connections will service up to three (3) cubic yards curbside once a week on your scheduled trash day. Bulk items might include; furniture or items too large for a bag that can easily be lifted by two people. Items that are not provided with a bulk service would include; remodeling and construction debris. Brush items include tree and shrub trimmings not to exceed 40 pounds, 4' in length and 4" in diameter.

HAZARDOUS WASTE

Hazardous Household Waste services will occur each week on Thursday. Items might include outdoor/indoor insecticides, fertilizers, oils, paints, chemicals, small batteries, vehicle batteries, and light bulbs. Residents must call 972-440-2040 or schedule online at www.HHWSolutions.com. Curbside pick-up must be scheduled no later than 8:00pm on the Tuesday prior to the Thursday pick-up.



City of Waxahachie Convenience Station

Time of operation - The Citizen's Convenience Station shall be open from **8:00 a.m. to 4:00 p.m.**

Brush/Leaves/Grass:

- Leaves/grass ONLY
- Leaves/grass left in garbage bags will be charged \$2.00 a bag

Mulch Loading:

- Friday and Saturday only. Line up and be in place by 1:00 p.m. for loading.
- Residents can hand load mulch any time during regular business hours.

Questions, inquiries, comments: Contact the Parks and Recreation Department @ 469-309-4270 or go to our website at Waxahachie.com.

	Residents	Non-residents, Commercial Service Companies, and/or Businesses
30-gallon plastic bags, bagged	No Charge (limit 10 bags per week)	\$2.00 per bag (limit 10 bags per week)
General refuse	\$5.00 per cubic yard	\$15.00 per cubic yard
Tree limbs, brush, and hedge trimmings	Free (no-limit)	\$10.00 per cubic yard (minimum charge of \$20.00)
Construction waste	\$10.00 per cubic yard	Not accepted
Kitchen ranges, washers, water heaters, box springs, mattresses, dryers	\$10.00 per unit	\$20.00 per unit
Recycling items	(one cubic yard free) \$1.00 per additional cubic yard	Not accepted
Automobile or truck tires	\$3.00 (\$6.00 with rim)	
Tractor truck tires	\$20.00 (\$30.00 with rim)	

These rules and regulations are subject to change at any time. For questions or inquiries please contact the phone number listed above.



Utility Bill Payment Options

Payment Types accepted:

- Echeck
- Check / Money Order
- Cash
- Bank Draft
- Credit/Debit Card (3.95% card processing fee per transaction)

How to pay your bill:

Online – Card or Echeck

Residents and customers can pay their bill online by using the following link:

<https://www.municipalonlinepayments.com/waxahachietx>. First time customers will have to register their account.

Pay by Phone - Card

1-888-291-1859

(This is an IVR system, please follow the prompts to make payment)

Text To Pay - Card

Call 1-888-291-1859 and select the option to register for Text To Pay

Mail Payments – Check / Money Orders

P.O. Box 39

Waxahachie, TX 75168

Automatic Bank Draft – Voided Check Required

set up automatic bank draft to be drafted out on your bill due date, complete the Bank Draft form and attach a copy of a voided check.

In Person – Cash, Card, or Check / Money Order

Charles Beatty Municipal Services Building – Retail Building

412 S. Roger Street

Monday-Friday 8:00 AM to 5:00 PM

24-Hour Drop Box – Check / Money Order

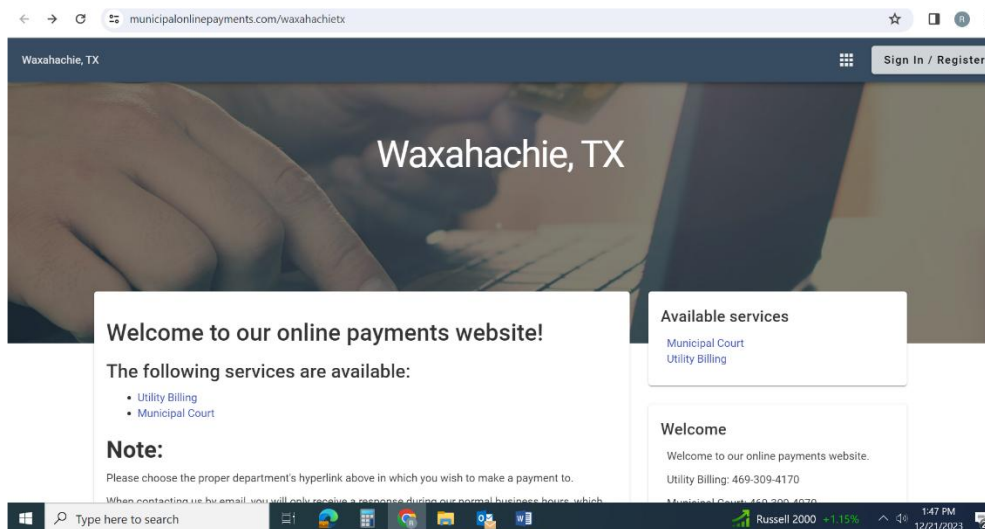
Located in the parking lot behind the Charles Beatty Municipal Services Building at 412 S Rogers.

Please ensure that your payment coupon is included with your payment, or that the service address you are paying for is listed on the check or money order. Please note that all payments left after 8:30 AM and on the weekend/holidays will be posted on the next business day.

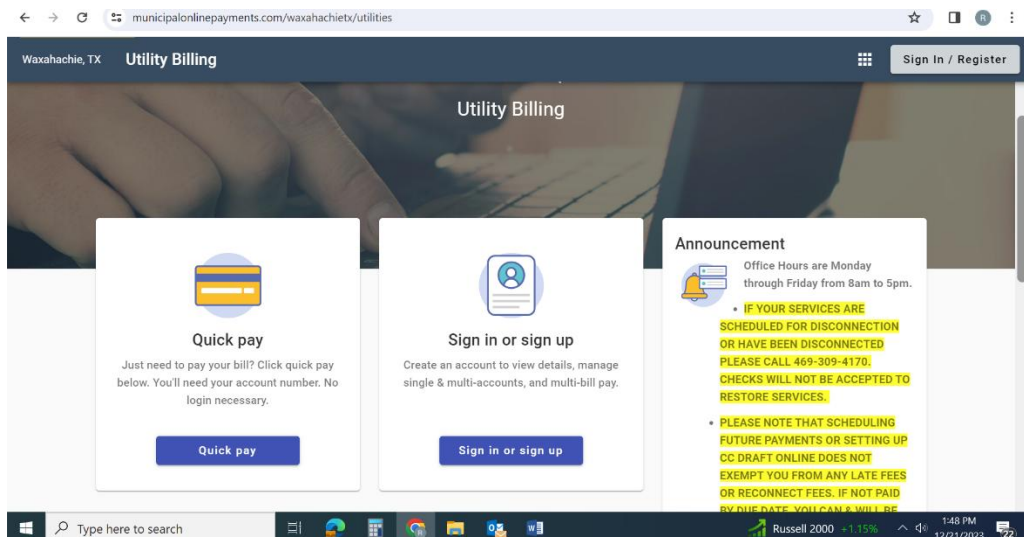


Online Utility Billing Payment Setup

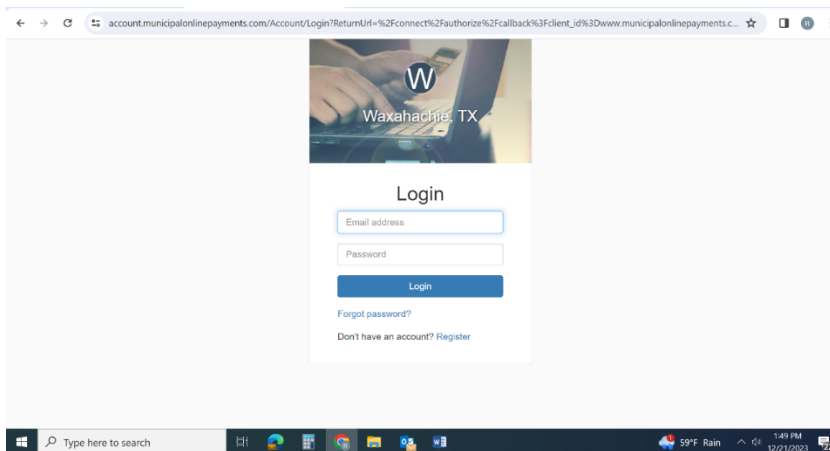
- Log on to <https://www.municipalonlinepayments.com/waxahachietx>
- Select Utility Billing



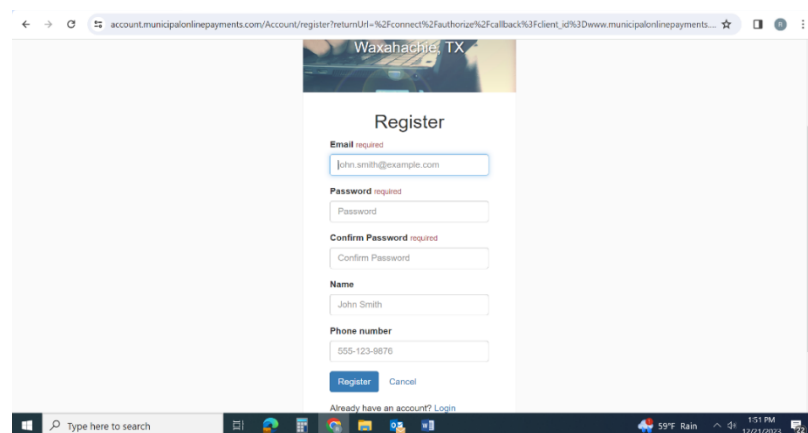
- Click Sign-in or Sign up



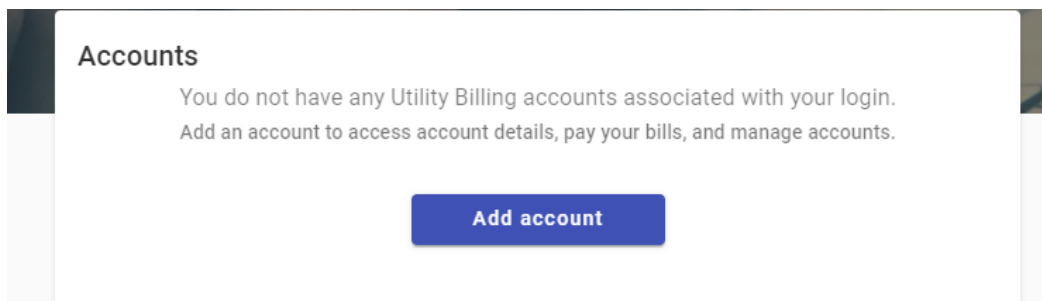
- Select **Register**



- Complete the require fields



- You will then have to verify your email through a link sent to your email.
- Once verified, log back into website address.
- You will see “Add Account”



- You will need to add your account number **WITH THE DASHES**. EX: 1-000-00000-001
- The last payment amount you made. *If this is your first month's bill and you have only paid a deposit, you will enter 0.00.



WHO TO CALL IN WAXAHACHIE

Use these phone numbers to contact the City of Waxahachie departments or other local agencies. For emergencies that require immediate attention, please call 911. To report a concern online, please visit: www.waxahachie.com

Building Permits
(469) 309-4020



Large Trash Pickup
(972) 289-6714



City Hall
(469) 309-4000



**Birth/Death/
Marriage Records**
(972) 825-5070



Chamber of Commerce
(972) 935-0539



Lost Pet
(469) 309-4150



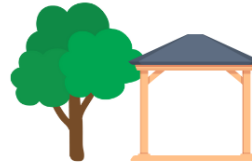
Illegal Burning
(972) 825-5000



Traffic Ticket
(469) 309-4070



Park Pavilion Rental
<https://bit.ly/3Xoo1F1>



Large Trash Drop Off
(469) 309-4270



**Report a Water &
Sewer Issue**
(469) 309-4320



Report a Pothole
(469) 309-4300



Pay Water Bill
(888) 291-1859



**Tall Grass/Weeds/
Property Complaints**
(469) 309-4130



Street Flooding
(469) 309-4300



**Hazardous Waste
Pickup**
(972) 440-2040



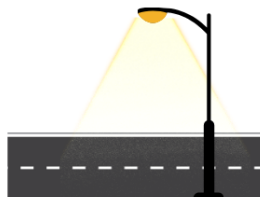
**Traffic Signal
Concern**
(972) 938-2960



**Park Related
Concerns**
(469) 309-4270



Street Light Outage
(888) 313-4747
oncorstreetlight.com



Waste/Trash Pickup
(972) 289-6714



STILL NEED HELP



(469) 309-4000