



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
- 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 \$19.00 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.
- ***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 \$43.00 trip charge will be assessed for the additional trip. If the technician is called out after normal business hours there will be a \$74.00 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)
- Any questions or concerns regarding your water bill, please call the Water Billing Department at 469-309-4170. **(City of Waxahachie main line – 469-309-4000.)**



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.



Water Bill Payment Options:

- **Inside City Hall** (401 S Rogers St.)
 - Monday-Friday 8:00am-5:00pm
- **Drive-thru at City Hall** (South end of building)
 - Monday-Thursday 7:30am-5:00pm & Friday 8:00am-5:00pm
- **24-Hour Drop Box at City Hall** (South end of Building before drive-thru)
(Checked every business day morning at 8:00am) checks or money orders only!
- **Online: www.waxahachie.com**
 - Select ***Departments***
 - Scroll down and select ***Utilities***
 - You will see "To make an online utility payment please click **HERE**"
 - Select ***Register***
 - You will be prompted to verify email through a link
 - You will need to add your account number **WITH THE DASHES.**
(EX: 1-000-00000-001) and 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.
 - ***** You can make a one-time payment or set up AUTO-PAY using a Debit/Credit Card or Checking/Savings Account. *****
- **Mail Payments to:** P.O. Box 39 Waxahachie TX 75168
- **Bank Draft:** Bank draft requires an authorization form signed and a voided check.
- **Phone Payments:** We accept Visa, MasterCard, American Express, and Discover. Please follow the automated prompt to set your information up and make your payments by calling 1-888-291-1859 OR 469-309-4170.
*NOTE: you will need your 12-digit account number WITHOUT the dashes.



Helpful Numbers:

- ❖ Direct Energy: 1-855-232-3430
- ❖ 1ST Choice Energy: 1-877-744-8306
- ❖ TXU Energy: 1-800-554-2143
 - Google: Texas Electric Providers
- ❖ ATMOS (Gas): 1-888-286-6700
 - Gas Leak: 1-866-322-8667
- ❖ City of Waxahachie: 469-309-4000
 - Water Billing: 469-309-4170
 - Water Quality: 469-309-4322
 - Health & Sanitation: 469-309-4130
 - Animal Control: 469-309-4150
- ❖ Texas Dept. of Public Safety: 972-923-6780
 - 1720 E. Main
- ❖ Ellis Co. Vehicle Registration: 972-825-5155
 - 109 S Jackson