

City of Richwood **UTILITY BILLING POLICY**

TEXAS

The City of Richwood provides water, sewer and solid waste services for the residents and business of Richwood. Below you will find information about your new service. If you have further questions, please contact our utility billing staff at City Hall or by calling (979) 265-2082.

NEW SERVICE

Required for new service:

- Completed application, available at city hall or at www.richwoodtx.gov.
- \$50 application fee (non-refundable)
- \$100 deposit (\$150 for rental property)
- Rental properties registered and inspected.

Deposits are applied to final billing upon account termination and remaining amount, if any, refunded.

MONTHLY BILLING

- Billing period runs from the 8th to the 8th
- Monthly bills are mailed on or about the 25th
- Payment is due on or before the 10th of the following month. *Should the 10th fall on a holiday or weekend, the due date is the following business day.*

PAST DUE ACCOUNTS

- Late penalty assessed and late notices are mailed on the 11th.
- Accounts subject to disconnection if not paid by the 20th.
- \$40 disconnection fee is assessed if not paid by the 20th.
- Service is restored only when payment is made or a payment plan is approved.

YOUR PAYMENT

Payment methods:

- Cash or check at City Hall or by mail.
- EFT - autopay from your bank account can be set up by contacting our utility billing staff.
- Credit/Debit card at City Hall
- Online with your Credit/Debit card at xpressbillpay.com or clicking UTILITY PAYMENT at richwoodtx.gov.

A 3.5% service fee is assessed on all card transactions.

YOUR METER

Water meters are read electronically. Your bill will reflect the number of gallons that have passed through the meter during the billing cycle. Sewer charges are assessed on the volume of water usage. If you have a question on your usage, our staff is able to access your meter and show usage by the hour on any given day.

TERMINATION

Voluntary termination forms are available at city hall and on the city website. A final billing is prepared, any deposit on account is applied and the remaining balance is due immediately. Any remaining deposit will be refunded to a forwarding address. To avoid involuntary termination, accounts must be kept current. It is unlawful to occupy a home or business for more than 72 hours without water or sewer services.

ADDITIONAL FEES

- \$5 Transportation Fee - per ordinance, this fee is restricted to use for streets, sidewalks, and drainage.
- \$3.50 Ambulance Fee - per ordinance, this fee offsets a portion of the cost of providing ambulance service to the Richwood community through an agreement with Clute EMS. **No Richwood resident is billed beyond insurance coverage for ambulance service.**
- \$1.50 Fire Department Voluntary Donation - used at the discretion of the Richwood Volunteer Fire Department to cover needs beyond what is funded by the city.
- \$1.00 Keep Richwood Beautiful (KRB) Voluntary Donation - used at the discretion of the KRB board for the beautification of the city.

Voluntary donations are greatly appreciated to further fund these volunteer organizations that serve our community so well. If you would like to give more, just let our utility staff know and we can customize your donation for either or both organizations.

Richwood Utility Rates			
GALLONS			
	BASE RATE	0-2,000	2,001-20,000
Water	\$37.53	\$ 6.14	\$ 6.39
Sewer	\$28.50	\$ 4.95	\$ 4.95
Garbage Service	BASE RATE	ADD'L ITEM	Includes regular, recycle & large trash pickup.
	\$21.90	\$ 8.13	

effective 10/1/2023

Utility rates are set by council at the recommendation of city staff during the annual budget process. Utility rates can only be adjusted with the approval of City Council by ordinance.

HEAVY TRASH PICKUP

- **Begins the 1st Monday of each month**
- *Please have out by 7:00 am Monday but no earlier than the last Saturday of the month.*
- Brush & limbs no longer than 4' must be stacked separately.
- Waste Connections will spend up to 6 days collecting large trash.

REGULAR TRASH PICKUP (BLUE CAN) ONCE PER WEEK

TUESDAY

Brazosport Blvd N	Burkett St	Cedar Dr
Cedar Ct	Cottonwood	Creekwood Landing Dr
Cypress	Halbert St	Hickory Dr
Hickory Ct	June Ct	Misty Ct
North Mahan	Richwood Dr	San Saba St
Schley St	Stuart St	Success St
Sycamore Dr	Walnut Dr	West Mahan

WEDNESDAY

Oakwood Shores Subd.	Audubon Woods Dr	Audubon Woods Ct
Austins Ct	Baileys Ct	Bluebird Ct
Brazos Ct	Briar Creek St	Cardinal Dr
Cardinal Ct	Dove Trail	N Yaupon
S Yaupon	Eagle Nest Ct	Four Oaks St
Goldfinch Ct	Hollyhock St	Hummingbird Ct
Jasmine St	Magnolia	Meadowlark Ct
Mockingbird	Moore	Oyster Creek Dr
Oyster Creek Ct	Quail Run	Robin Trail
Warbler	Wisteria	Burr Oak
Shadow Bend	Mossy Oak	

RECYCLE PICKUP (GREEN CAN) EVERY OTHER THURSDAY

Refer to city website for exact dates

Richwood contracts with Waste Connections for all solid waste services.

Waste Connections will not pick up:

- **Hazardous waste** (any chemical compound, mixture, substance or article that is designated by any governmental authority/anything with a health warning on the container). Will pick up latex paint completely dried if the paint cans are open and visible to driver.
- Any **freon using appliance** without a certification of freon reclamation (i.e. refrigerator, ac, freezer, etc)
- **Electronics** (TV's, computers, microwaves, ovens, batteries). *Keep Brazoria County Beautiful holds annual electronic recycling events that will accept these items.*
- **Contractor debris/Construction Waste** (concrete, dirt, bricks, rocks, tires).
- **Tree debris** more than 6 inches in diameter.
- Any debris pile exceeding 4 cubic yards in size.

Residents may use the 96-gallon trash caddy to dispose of grass or plant clippings/vegetative debris or any other household trash that is not listed above.

Contact Waste Connections at 979-864-4600 if:

- If you are unsure if an item or items will be picked up.
- If there is a large amount of construction waste to be disposed, requiring an alternative such as a roll off dumpster. (Contractor waste should be removed from the property by the contractor performing the work.)
- If you have a large number of excluded items to arrange pick up or to inquire about where refuse can be taken.

Should you believe your utility bill is incorrect, please contact the Utility Billing Department at (979) 265-2082 upon receipt of your bill or go online at www.richwoodtx.gov, click on "Report a Concern" at the top of the home page and select Utility Billing under Department. We will analyze your usage and let you know what may be the cause. If it is a city error, we will correct it immediately. Common issues are leaking toilets, outdoor faucets or underground line breaks.

YOUR UTILITY BILLING STAFF

Laura Tyner, Utility Billing Coordinator
 Kaytee Ellis, Utility Clerk/Permitting Coordinator
 Tricia Ditto, Finance Director

RICHWOOD CITY HALL
 1800 Brazosport Blvd N
 Richwood, TX 77531
 (979) 265-2082 www.richwoodtx.gov
richwood@richwoodtx.gov