



104 W. Avenue E * Midlothian, TX 76065
Phone: (972) 775-7130 Fax: (972) 775-7160
Hours: 8 A.M. to 5 P.M. (M-F)

Please visit our website (www.Midlothian.tx.us/UtilityBilling) for important water saving tips, how to measure outside watering, leak detection, payment options, or to begin, transfer or terminate service.

For Garbage and Recycling
Please call:

WASTE CONNECTIONS, INC.
(972) 937-8836

for trash pickup days in your area



The City does not supply electric, gas, television cable or telephone services. Please visit our website for provider information.

PAYMENT OPTIONS:

- **Drop Boxes**
Two drops boxes located at City Hall: One drive up box located next to the main entrance on the west side of the building, and a mail drop at the Utility Billing entrance. Please include the bill stub with your check or money order in the envelope provided. Please do not leave cash in drop box.
- **Online Payments**
There is a one-time registration process to access the online payment system. You will need your last bill amount, water/sewer account number, and your Visa or MasterCard credit or debit card
- **Recurring Automatic Draft**
Drafting of checking account or from a credit/debit card. There is no charge for this service. Visit our website for additional information and authorization form.
- **Pay by Phone**
Pay with credit card by phone 24 hours a day, by dialing (866) 907-3821.
- **In Person**
Cash, check, money order, Visa and MasterCard payments are accepted at the Utility Billing Office in City Hall.
- **Mail**
Payments may also be sent by mail

WATER & SEWER SERVICES:

Your water meter will be read monthly, and the meter is read in gallons.

Sewer charges are based on your own water usage. We use the months of December, January and February's water consumption to average your usage. These months are used to calculate the average, as that time period provides a more accurate picture of interior water usage when consumption is not impacted by outdoor water use, such as filling swimming pools and lawn irrigation. The sewer charge is then calculated using a base charge and a per 1,000-gallon fee for the above mentioned months. If you are a new customer, you will be charged the current City average rate for residential sewer charges until we recalculate sewer on the May bill each year. The sewer charge on your first bill is pro-rated according to number of days of service.

ESTABLISHING SERVICE:

To establish water and/or sewer service you will need to complete an application which can be found on our website. Applications are accepted in person, by mail, by email or fax. You must provide a copy of your driver's license, \$25.00 non-refundable application fee and \$150.00 deposit. The deposit is refunded upon closing your account and applied to any balance at that time.

CITY RESPONSIBILITY:

The City of Midlothian is responsible for all service and repairs of the water distribution system up to and including the water meter, as well as routine service and monthly reading of the water meters.

The City is also responsible for the sanitary sewer collection system. This would include the wastewater treatment facility, lift stations, sewer mains and manholes.

CUSTOMER RESPONSIBILITY:

The customer is responsible for:

- All water registered by the meter.
- Repairs and maintenance of all water lines from the meter to the house and throughout the house.
- Repairs and maintenance of all sewer lines from the point of its connection to the City sewer line to the house and throughout the house.

If any repairs or new construction are made to the service lines on the owner's property, the City will inspect these repairs to ensure that they meet current codes.

***** WATER METERS ARE CITY PROPERTY *****

***** CUSTOMERS SHOULD NOT TAMPER WITH METERS *****

***** NO REPAIRS SHOULD BE ATTEMPTED ON A METER *****

***** METERS MAY ONLY BE TURNED ON/OFF BY CITY EMPLOYEES *****

METER TAMPERING:

The State of Texas has a law which makes tampering with meters or equipment illegal and establishes penalties for violations. Penalties are prescribed for the following acts:

- Interfering with or by-passing a water meter.
- Knowingly consuming any water which has not been correctly registered on the meter because of tampering.
- Reconnecting water or sewer service that has been disconnected or shut-off by the City for nonpayment or other reasons.
- Knowingly consuming any water which has been unlawfully reconnected.

Anyone found guilty of these illegal acts may be subject to a \$60.00 tampering fine. Proof that a meter, pipe, valve or other attachment has been tampered with or reconnected is presumptive evidence that the customer or user has caused the tampering or reconnecting. It is not necessary to catch a person in the act of tampering or reconnecting.

YOUR CUT OFF VALVE:

Almost every home has a main cut off valve. In an emergency, such as broken lines, use this valve to shut off water to the entire house. If there is an emergency, you will need to act fast. It is a very good idea to locate your valve now so you can find it quickly in an emergency. Be sure you have found the correct valve. Try turning it off briefly and see if all the water is off. If the valve is not working, contact a plumber to repair or replace it. Maintenance of the main cut off valve is the owner's responsibility. Your main cut off valve should be on the same side of the house as your water meter.

BILLING DATES:

All accounts are billed monthly. Each meter is read each month. Payments are due by the 15th of the month. Bills are mailed on the last business day of each month.

If you do not receive a bill by the tenth of the month, please call our office and ask about your balance. Sometimes a bill will be misdirected in the mail, but this does not remove your responsibility to pay on time.

PENALTY CHARGES:

If your payment is not received by the due date, a penalty of 10% of the balance is added to your account. When the 15th falls on a weekend, we allow one extra working day to pay without penalty.

RETURNED CHECK CHARGE:

If your check or draft is returned by your bank for insufficient funds, we will notify you by "Certified" letter. Your account will be charged \$25.00 and you will have three (3) business days from receipt of letter to repay the amount in cash or money order.

SERVICE TERMINATION:

If you do not pay your bill prior to 8:00 A.M. on the disconnect day (26th of the month), your water or sewer service will be turned off and your account will be charged a \$30 disconnect penalty fee, even if the water or sewer has not yet been turned off.

Water or sewer will be turned back on after payment has been made. The \$30.00 disconnect penalty fee as well as the delinquent portion of the bill must be paid. All accounts that are paid will be turned back on before the City personnel has left for the day. Anyone who pays the bill after-hours, or places payment in the drop box that evening, will be reconnected the following morning.

MOVING:

When you want your water or sewer disconnected, you must complete a request to do so. This form can be filled out at our office or you may print it out from our website (www.Midlothian.tx.us) and fax or e-mail it along with a copy of your driver's license. We will need the date you need your service stopped and the forwarding address to send your deposit refund or final bill



WELCOME

TO THE WATERSMART PROGRAM



The City of Midlothian is excited to introduce you to the WaterSmart Program. Residents that have City water may now sign up for this new portal. It's part of our commitment to provide you with the best tools to better manage and monitor your water usage, set up leak alerts, along with an option to view and pay your bill and much more. I encourage you to get started today by logging on to the WaterSmart Web Portal.

Sincerely,

Chris Dick
City Manager

3 STEPS TO START SAVING

Log On

<https://midlothian.watersmart.com>

Register

Use your account number listed on your water bill as your registration code.



Personalize

Answer our simple profile survey to provide accurate comparisons to similar households.

LOG ON AND START SAVING

<https://midlothian.watersmart.com>

WHAT YOU'LL GET

The WaterSmart Portal will help you track your home's water use at macro and micro levels.



How you compare. See how your water use compares to similar homes.



Ways to save. Get personalized, step-by-step actions.





WASTE CONNECTIONS
Connect with the Future

GARBAGE AND RECYCLING:

Per City Ordinance 2016-07, all garbage and recycling must be bagged and not exceed 35 pounds in weight. Recyclables should be in clear bags and placed in or near a provided recycling bin. Trash cans are not provided and may be purchased at the customer's expense.

The City of Midlothian offers a City wide clean-up event twice per year – the second Saturday in April and the first Saturday in November. Check our website (Midlothian.tx.us) for information.

RECYCLING is picked up every WEDNESDAY. Please have these items ready for pickup by 7 A.M.

RECYCLING DO'S AND DON'TS:

- **Newspapers, catalogs and magazines**
These can all be recycled in the bottom of your bin. Put these inside a clear plastic bag to help eliminate wind-blown litter.
- **Junk Mail, cardboard and mixed household paper**
Place all junk mail, envelopes, cereal boxes, cardboard, chipboard and any other household paper product in a clear plastic bag and put beside or inside your bin. No tissues, wet paper or paper contaminated with food products are accepted. All cardboard must be broken down to a size that will fit inside your recycle bin. Larger boxes can be placed under your recycle bin. Only flattened boxes will be accepted.
- **Plastics**
Number 1, 2, 3, 4, 5 & 7 plastics can be recycled in your bin. Milk jugs, liter bottles, shampoo bottles, etc. No butter tubs or containers with openings as large as the container. No plastic bottles that have contained oil or petroleum by-products. Please remove all caps.
- **Glass**
All colors of glass bottles can be recycled. Bottles only. No plate glass, ceramic or mirrors.
- **Metal**
All metal food and beverage cans can be recycled. It is not necessary to remove the label. But please remove the lids and all food waste.

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