



Utility Billing

All Utility Bills are due in the office by the 15th of the month. A late penalty of 5% of the unpaid balance will be charged on the 16th. The Late Notice will have the date Red Tags will be hung and the disconnect date. There is a \$15.00 charge added for Red Tags. If utilities are disconnected for non-payment there is a \$25.00 charge to re-connect. We accept Cash, Checks, and Debit / Credit Cards.

** We do offer automatic withdraws on the 5th of the month. If you are interested please contact the office. **

Meter Access

You are responsible for providing safe access to all utility meters located on your property at all times. As your utility provider, we strive to collect accurate meter readings monthly so that your billed charges reflect your current consumption used. If your meters are not accessible, the City of Mason will not be able to service your meter appropriately.

Please note the following are common problems that we would like to make you aware of:

1. Dog too close to meter
2. Locked gates allowing access to meter
3. Physical obstacles

Although we generally read meters on the 10th of the month, bad weather, staffing changes, and unforeseen events make it impossible to adhere to this on a regular basis. Therefore, access to your meter must be made possible at any time during the workday.

If we cannot get to the meter we will estimate your billing charge. Once an accurate record of your consumption is obtained, we will adjust your bill amount to reflect underestimations/overestimations of the previous billing.

You may call the office at 325-347-6449 or bring in your meter read to the office anytime between the 10th and the 15th of the month.

Register Pets

All pets **must** be registered with the City. Please bring proof of vaccination; there is a charge of \$3.00 and it is good for 3 years.

ORDINANCE #14-326

AN ORDINANCE BY THE CITY COMMISSION OF THE CITY OF MASON ESTABLISHING RULES AND REGULATIONS FOR THE COLLECTION OF SOLID WASTE MATERIAL FROM RESIDENTIAL AND COMMERCIAL CUSTOMERS.

WHEREAS, the City Commission desires to provide for an efficient system for the collection of solid waste which will promote the public welfare and protect the health and safety of its citizens; **NOW, THEREFORE, BE IT ORDAINED BY THE CITY COMMISSION OF THE CITY OF MASON, TEXAS:**

SECTION1. RESIDENTIAL CUSTOMERS

The following rules shall apply to **RESIDENTIAL** customers:

- a. Trash will not be collected unless it is placed in a trash container that can be reasonably emptied by the City's side arm automated trash collection truck. Trash cans are to be placed at or near a customer's property line which abuts a public street in a location that is acceptable to the City for the reach of the truck. Trash cans must be moved by the customer to a location that is away from the curb and not a visual nuisance, once trash collection has been completed each week. The City Administrator may, however, permit handicapped and/or elderly customers to place their trash at an alternate location.
- b. All trash must be placed in trash cans provided by the City and marked with the City's name and identifying number, or in plastic or metal trash cans owned by the resident;
However, the City takes no liability or responsibility for damage to non-complying trash cans and the use of 55 gallon metal barrels is prohibited.
- c. A customer is limited to two trash cans per scheduled pick-up, at the regular fees established in the published Rate and Fee Schedule of the City of Mason, and any additional cans may result in additional costs and monthly fees.
- d. Brush, tree limbs, leaves and grass clippings will not be picked up as part of the usual scheduled solid waste collection route
- e. Construction material and debris is prohibited and will not be collected.
- f. All hazardous material is prohibited and will not be collected.

SECTION2. COMMERCIAL CUSTOMERS

The following rules shall apply to **COMMERCIAL customers:**

- a. Only dumpsters approved and authorized by the City may be used.
- b. Customers with small quantities of trash may place such trash in a trash can provided by the City and marked with the City's name and identifying number, at the customer's property line that abuts a public street or alley, provided that the customer complies with the appropriate rules for residential customers as set out above.
- c. All hazardous material is prohibited and will not be collected.

++TRASH CANS MUST BE OUT BY 7am ON DAY OF SCHEDULED PICKUP++

We greatly appreciate your cooperation