



City of Point  
320 N. Locust St  
Point, Texas 75472

## **WASTE/SEWER ACCOUNT POLICY RESIDENTIAL/COMMERCIAL**

The City of Point Public Works Department is committed to providing the highest quality of service to its citizens in addition to continuously building relationships between city employees, members of City Council, the Mayor, and all citizens.

**New Residential/Commercial Customer:** A \$200 deposit is required upon completion of application for services. **Cash, check, or money orders** are accepted. *We do not accept credit cards for deposit. No exceptions.*

### **Trash Services:**

- ❖ Citizens **within the city** will have trash services added to their water bill.
- ❖ Citizens living **outside the city** have the option of Gaston or Republic services.

**Closing a Water/Sewer Account:** To close an account, citizens will be required to fill out and submit a disconnect form.

- ❖ If your **bill is less than the deposit**, it will be deducted from the deposit and account holder will receive the remainder of the deposit in the mail in approximately 6-8 weeks.
- ❖ If your **bill is more than the deposit**, the deposit will be applied to the final bill and the account holder will be liable for any remaining balance.

**Late Fees:** All water bills are due on the 15<sup>th</sup> of every month unless the 15<sup>th</sup> falls on the weekend, then the following Monday will act as the 15<sup>th</sup>. After the 15<sup>th</sup>, a late fee of \$15 will be applied that Tuesday. *No exceptions.*

- ❖ Point account holders can **avoid late fees by paying bills on time** by using any of the convenient payment methods available to them including **personal check, money order, cashier's check, credit card, automatic bank draft, or cash.**

**Disconnect/Reconnect Fees:** A \$30 disconnect fee and a \$30 reconnect fee, **for a total of \$60**, will be added to the balance of the past due bill and must be paid in full before water can be reinstated. Disconnects go into effect on the 26<sup>th</sup> and your payment must be in the office no later than 3:00 p.m. on the 25<sup>th</sup> to avoid interruption of services and additional fees. All fees are avoidable by paying bills on time.

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**Leak Adjustment:** Account holders are granted a one-time leak adjustment per year. The account holder must provide proof receipts from a plumber or ETC.

City Ordinance #213: The City of Point has City Ordinance #213 in place requiring all city account holders to maintain water utilities or be subject to a fine up to \$2,000 if water is off longer than 10 days. *No exceptions.*

