



119 MAXWELL ROAD B-7, FRISCO, TEXAS 75036
(972) 292-3223 * (972) 292-2790 (fax)
www.cityofhackberry.net

Let us take this opportunity to welcome you to the area. You may have moved from a larger city and will therefore experience the benefits as well as short comings of living in a smaller community. You should first be aware that you have a Frisco mailing address, but do not live in the City of Frisco. You live within a Fresh Water District in Denton County. The City of Hackberry provides your area with water/sewer/sanitation service. Your fire protection is provided by the Frisco Fire Department. Your police protection is provided by Denton County, sometimes assisted by Little Elm and/or Frisco. Depending upon your actual location, you most likely live within the Little Elm School District. **The postal service for this area is sometimes less than adequate, and the City of Hackberry has no control or influence over the U.S. Postal Service.**

Hopefully, the following information will assist you in understanding the costs and services provided by the City of Hackberry.

1. * DEPOSITS: Water: \$120.00 / Sewer: \$80.00 / Garbage: \$25.00 = \$ 225.00 Total.
2. Your water/sewer/garbage deposit is held until your account is closed. This policy is set by the Hackberry City Council.
3. The \$225.00 deposit covers two months average water usage/bill.
4. The water connection fee of \$25.00 is a small non-refundable charge for setting up your account.
5. There is a \$35.00 fee for NSF/returned checks.
6. Water meters are read between the 17th and 19th of each month.
7. Payment is due the 15th of each month. After the 15th, a 10% late fee is charged to your account.
8. Payments must be received at Hackberry City Hall by the 25th of each month. Service will be disconnected the 26th of the month for unpaid accounts. A courtesy notice is mailed to you on the 16th of the month. There is a \$50.00 reconnect fee if your service is disconnected for nonpayment. Cutoff of service for unpaid bills begins at 1:00 p.m. on the 26th.

Hackberry Information Continued

9. Should the City disconnect your service for non-payment, it is unlawful to tamper with your meter, cut a lock and reconnect your service. This is considered tampering with a public water supply and is a violation of City and State law. Should this occur, the City will pull your water meter, notify Denton County Sheriff's Office and charges will be filed with the District Attorney. This also activates the requirement for the deposit to be doubled.
10. You should receive your water bill between the 1st and 5th of the month. You are responsible for payment of your bill whether you receive it or not. If you do not receive a bill, you may contact the Hackberry Water Department at 972-292-3223. **The City of Hackberry is not responsible for the U.S. Postal Service.**
11. Water, sewer, and solid waste rates are set by the Hackberry City Council based on numerous issues such as: rate studies, costs, and bond payments, to name a few. Our rates are also reviewed by the Texas Water Development Board to insure they are adequate to service the debt against the systems.
12. An average monthly bill (Your water bill will never be less than below.):

\$ 49.00	(Water – 3,000 gallons or less)
\$ 45.00	(Sewer)
\$ 19.00	(Solid Waste/Trash Service – tax included)
\$113.00	(Total Average Monthly Bill – 3,000 gallons of water or less)
13. Water usage of 3,001 to 10,000 gallons is charged at \$3.97 per 1,000 gallons used and the rate increases again after 10,001 gallons.
14. Solid waste (trash) pickup is every Wednesday, except when there is a holiday. CWD observes New Year's Day, Memorial Day, Thanksgiving Day, and Christmas Day. Please visit www.CWD.to for the latest holiday service schedule. Recycling is picked up every other week. Curbside bulk and brush is collected every week with a maximum of 2 cubic yards per week. Prohibited Items are: commercial construction or remodeling debris, household hazardous waste (paint, motor oil, pool chemicals, etc.), tires, batteries and propane tanks. Ask for a CWD brochure for more detail. The City contracts with CWD for solid waste and recycling services, and we do not set CWD's collection schedule.

****We recommend that you record your serial numbers for identification purposes as replacement carts are approximately \$75.00**.**

If you need further information, please feel free to give us a call or come by City Hall and we will be happy to assist you.

***City of Hackberry
Mayor, Council, and Staff***