



119 MAXWELL ROAD B-7, FRISCO, TEXAS 75036  
(972) 292-3223 \* (972) 292-2790 (fax)  
[www.cityofhackberry.net](http://www.cityofhackberry.net)

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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. The City of Hackberry provides your area with water/sewer/sanitation service. Your fire protection & EMS is provided by the Frisco Fire Department. Your police protection is provided by the Little Elm Police Department. You 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
2. Your water/sewer/garbage deposit is held until your account is closed. This policy is set by the Hackberry City Council.
3. The water connection fee of \$25.00 is a non-refundable charge for setting up your account.
4. There is a \$35.00 fee for NSF/returned checks/stop payment/card charge dispute.
5. Water meters are read between the 16<sup>th</sup> and 20<sup>th</sup> of each month.
6. **Payment is due the 15<sup>th</sup> of each month. On the 16th, a 10% late fee is charged to your account.**
7. **Service will be disconnected on the 26<sup>th</sup> of the month for unpaid accounts.** A courtesy notice is sent to you on the 16<sup>th</sup> of the month. There is a \$50.00 reconnect fee if your service is disconnected for nonpayment. If your account is disconnected more than two (2) times for non-payment, an additional deposit of \$225.00 will be required.

*Hackberry Information Continued*

8. 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.
9. You should receive your water bill by the end of every month for a due date of the 15<sup>th</sup> on the following 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.**
10. 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.
11. 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.
12. Sanitary 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](http://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. Cart Replacement Costs is \$120.00 per bin.
13. We have partnered with the City of Frisco so our community can utilize their hazardous waste facility. Vouchers can be purchased from our office for \$50.00 each. \*\*\*Checks Only\*\*\*

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*