

# FAQs

## Billing & Payment FAQs

### How often will I receive a bill?

You will receive a bill near the end of each month, usually on or after the 25th.

### When is payment due?

Payment is due by the 10th of the following month after the bill is received.

### What forms of payment are accepted?

Cash, checks, money orders, credit cards (service charge will be added), and cashier's checks.

You may:

- Mail a payment to City of Crockett Water Office, 200 N. 5th Street, Crockett, Texas 75835
- [Make an online payment at our website](#)
- Pay in person during our water office business hours by coming inside or using the drive-thru window
- Drop off a payment at the night deposit at the water office's drive-thru window when we are closed. Please do not drop off a cash payment.

### What happens if I have not paid my bill by the 10th?

A late charge of 15% of the total bill will be added to your account, and a late notice will be mailed to you showing the new total amount due.

### Will my water service be disconnected for non-payment?

If your bill is not paid by 4:50 pm on the 25th, we will schedule a disconnect for the next business day that falls on a Monday -Thursday. We do not disconnect on Fridays, Saturdays, Sundays, or on holidays for which the City offices are closed. **On the day of a scheduled disconnect, a disconnect can occur as early as 7:00 am before the water office opens.**

- Example #1: The 25th falls on Wednesday. Disconnect will be scheduled for Thursday, the 26th if it is not a city-observed holiday.
- Example #2: The 25th falls on Thursday. Disconnect will be scheduled for Monday, the 29th, if it is not a city-observed holiday.
- Example #3: The 25th falls on Saturday, and Monday is a city-observed holiday on which the City offices are closed (e.g., Memorial Day). Disconnect will be scheduled for Tuesday, the 28th.

### **If my service is disconnected, what will I need to do to have it reconnected?**

You must pay a re-connect charge of \$50 plus the full amount of the late bill before 4:50 pm Monday -Friday to have your service reconnected. If it is your third disconnect within a 12-month period, we may also request that you pay an additional deposit before service is reconnected.

### **What if my check is returned due to insufficient funds?**

We will charge you a \$30 returned check fee. If it is your second time to have a returned check, you will be required to pay your current and all future bills by cash, money order, or cashier's check.

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## **Trash Collection and Recycling FAQs**

### **Establishing, Changing, and Ending Service**

#### **I just moved to a residence in Crockett. How do I set up my trash service?**

Come to City Hall located at 200 N. 5th St. or call the City of Crockett Water Department at (936) 544-5156, extension 206. They will guide you through the enrollment process. Garbage will be billed on your monthly water/sewer bill.

#### **Who do I call to change my service?**

To change your residential or commercial service, call the City of Crockett Water Department at (936) 544-5156, extension 206.

#### **How do I end my trash service?**

Come to City Hall located at 200 N. 5th St. or call the City of Crockett Water Department at (936) 544-5156, extension 206. They will guide you through the cancellation process. Please note you may only end service if you are moving out. City ordinance requires that all residential

and commercial accounts in the city have solid waste (trash) service with the private contractor collecting solid waste for the city.

## **Service Days and Times**

### **What are my trash pickup days?**

All residential customers will have one time a week automated solid-waste collection. The private contractor collecting solid waste for the city establishes the routes and schedules.

- [Map of Garbage Collection Schedule](#)
- [Garbage Collection Schedule by Weekday and Street](#)

### **What time does my trash poly-cart need to be placed curbside?**

Filled poly-carts need to be placed curbside by 6:00 am on each collection day.

### **What if I didn't get my garbage out for collection and the collection truck has already passed my home?**

Please contact the City of Crockett Water Office, at (936) 544-5156, extension 206.

### **My trash was not picked up. Who do I contact?**

Please contact the City of Crockett Water Office, at (936) 544-5156, extension 206.

### **What happens if the collection day falls on a holiday?**

The only three holidays affecting Waste Connections' schedule are Thanksgiving, Christmas, and New Year's. When garbage collection days are affected by one of these holidays, everyone's scheduled collection that falls after the holiday will be pushed back by one day for that week. Friday service customers will be picked up on Saturday.

## **Containers**

### **What size and color are the carts?**

The poly-carts are wheeled, hold 95-gallons and have the dimensions of 46" (H) x 26" (W) x 34.5" (D). The carts are blue with black lids.

### **Can I use a trash container that I personally own?**

No.

### **What if I need an extra trash cart?**

Each resident is provided one 95-gallon poly-cart. Extra poly-carts are available and can be ordered through the City of Crockett Water Department, at (936) 544-5156, extension 206. The extra cart fee is \$5.38 per month and will be charged to your monthly water/sewer invoice.

### **Where should I put my trash cart for collection?**

Your poly-cart should be placed within two feet of the edge of the street. Do not place your cart(s) in the street or the ditch. *Reminder: Filled poly-carts need to be placed curbside by 6:00 am on each collection day.*

### **Does trash need to be bagged?**

Yes; bagging trash prevents spills that settle at the bottom of the cart and helps prevent flies and maggots.

### **Will bagged trash outside of the cart be collected?**

No; to avoid animals tearing into bags and spreading litter, the City requires that all garbage be contained in your commercial bin or in your poly-cart.

### **What if the poly-cart is too heavy and I can't move it?**

The carts are physically designed for ease of movement. They are easily tipped back allowing for transport. The wheels are designed for varying terrains.

If you need curbside assistance, please contact the City for front-door collections. This service will be provided for resident(s) who, by virtue of age or disability, would suffer a hardship if required to place a container at the street for curb-side collections. Applications shall be made to the City on a form prescribed by the City. The City will provide the Contractor with updated lists that identify persons who qualify for front-door collections.

## **Costs and Billing**

### **Who do I pay for trash service, and how often will I receive an invoice.**

Trash is billed with your monthly water/sewer invoice, and payments are made to the City of Crockett. Cash, checks, money orders, and credit/debit cards are accepted.

## **What does residential curbside service cost?**

Residential rates are \$20.16 per month.

## **What does commercial service cost?**

The commercial curbside rate is \$29.00 per month

- [Commercial Bin Service](#)
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# **Recycling, Large Items, Yard Waste**

## **What are my recycling pickup days?**

The City does not have a curb service recycling program. If you want to recycle, you may bring cardboard (boxes must be broken down), plastic, aluminum, and tin recyclable materials to Piney Woods Sanitation residential recycling drop-off site located at 400 Durrett Street. Drop-off is available Monday - Friday, between the hours of 9 am - 4 pm. Glass is not accepted as a recyclable material.

## **When is bulk or large item trash collected?**

Certain bulk or large items can be taken to the Piney Woods solid waste collection site at 400 N. Durrett, Monday - Friday, excluding holidays, between the hours of 9:00 am and 4:00 pm. There is a [fee](#), and it is dependent upon the amount, size and type of item being dropped off (see below fee schedule). Residents must present a current water bill.

## **When is yard waste collected?**

The City does not have a curb service for collecting yard waste. However, the City does operate a yard waste drop-off site at 2600 Caddo Lane on Thursdays and Fridays, excluding holidays, between the hours of 11:00am - 3:00pm. Per City Ordinance, there is no charge for Crockett residents using the yard-waste site if they present their most recent City of Crockett water bill. If you do not have a City of Crockett water bill or you are a contractor, an appropriate fee will be accessed at the gate.

The above list of frequently asked questions and answers have been prepared to help guide our residents and businesses regarding solid waste collection. The list will be updated periodically. If you have any additional questions, please call the water billing office at (936) 545-5156 extension 206 during the office's normal business hours of 8:30 am to 4:50 pm, Monday through Friday, excluding holidays.

# Supporting Documents

Map of Garbage Collection Schedule 125.9 KB