



Welcome Home
to
WOODWAY

Utilities Information

(Water, Sewer, Garbage, Recycling,
Electric, Gas, & Cable Television)

www.woodway-texas.com

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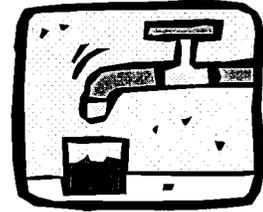
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Welcome Home to Woodway

Utilities Offered in Woodway

Water & Sewer Service

- City of Woodway
(254)772-4482



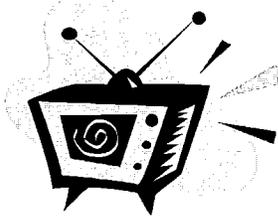
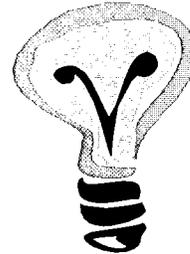
Garbage & Recycling Service

- City of Woodway
(254)772-4482

Electric & Gas Service

- TXU Electric & Gas
(800)242-9113

**under deregulation, each
resident may select their own
service provider*



Cable Television Service

- Time Warner Cable
(254)776-1141

- Grande Communications
(254)235-2000

Telephone Service

- Southwestern Bell
(800)464-7928

- Time Warner Cable
(254)776-1141

- Grande Communications
(254)235-2000





2010/2011 RATE COMPARISON OF AREA CITIES

City Taxes/Month (Based on \$125,000 Home)							
Bellmead	Hewitt	Lacy-Lakeview	Lorena	McGregor	Robinson	Woodway	Waco
\$27.66	\$52.07	\$38.12	\$52.65	\$56.39	\$42.34	\$47.63	\$81.90

Residential Water Bill/Month (Based on 20,000 Gallon Usage & 3/4" Meter)							
Bellmead	Hewitt	Lacy-Lakeview	Lorena	McGregor	Robinson	Woodway	Waco
\$80.00	\$95.80	\$114.25	\$135.59	\$113.39	\$86.75	\$92.20	\$68.00

Residential Sewer Bill/Month (Based on 10,000 Gallon Usage)							
Bellmead	Hewitt	Lacy-Lakeview	Lorena	McGregor	Robinson	Woodway	Waco
\$21.00	\$18.25	\$41.62	\$82.55	\$48.63	\$29.60	\$33.00	\$41.90

TOTAL MONTHLY COST FOR CITY SERVICES							
Bellmead	Hewitt	Lacy-Lakeview	Lorena	McGregor	Robinson	Woodway	Waco
\$128.66	\$166.12	\$193.99	\$270.79	\$218.41	\$158.69	\$172.83	\$191.80

Rates provided are current as of October 2010.

CITY OF WOODWAY

WATER & SEWER SERVICE

Frequently Asked Questions

What am I to do if I had a water leak?

After the leak has been fixed, come by Woodway City Hall to apply for an adjustment to your water bill. The resident has 65 days from the date the water bill is issued to request an adjustment because of a water leak. Staff will review the application to see if it meets qualifications for an adjustment. The applicant must provide documentation showing the leak was fixed, including a repair bill and receipts for parts.

If the application cannot be accepted, the City will work with the resident to reduce the financial difficulty. When necessary, payment arrangements may be available upon approval.

What is the penalty if I have a late payment for my water bill?

The City charges \$15.00 for late water bills. The resident has 15 days from the mail date to pay their water/sewer/garbage bill. If the bill is not paid after 15 days, a reminder is sent to the resident. The reminder gives the resident 10 more days to pay the bill without a late fee. After these 10 days are up, a late fee is assessed to the resident's account.

Who do I tell if my water pressure seems low or I see water leaking in the street?

You can call 772-4050 to report low water pressure or water leaks in the street. City staff will be sent to evaluate the situation.

How is my sewer rate determined?

The initial sewer rate for a residence is based on the use of 5,000 gallons of water per month, or currently \$23.00. The annual rate is then determined by taking the average of the amount of water reflected in January and February water consumptions. The average number of gallons of water used in these two months is divided by 1,000 then multiplied by \$2.00. This is added to a \$13.00 base rate on the April bill for residential use or \$16.00 for commercial use, yielding your new sewer rate for that year. Your rate will be adjusted in this manner each year.

If I had a water leak in January or February, what can I do to have my sewer rate for that year fixed?

After the leak has been fixed, come by Woodway City Hall to apply for an adjustment to your new sewer rate. The resident has 65 days from the date the new sewer rate is issued to request an adjustment because of a water leak. Staff will review the application to see if it meets qualifications for an adjustment. The applicant must provide documentation showing the leak was fixed, including a repair bill and receipts for parts.

CITY OF WOODWAY

GARBAGE SERVICE

Frequently Asked Questions

When is my garbage collected?

Residential garbage is collected twice a week. Depending on where you reside in Woodway, the garbage will be collected on Monday and Thursday or Tuesday and Friday. To find out what your collection day is, please contact City Hall at 772-4482.

Garbage should be placed at the curb no later than 8:00 a.m. on your pick-up day. It must be in a container or bag, but clear bags should not be used. The City of Woodway gives all residents clear plastic bags for recycling purposes, and any garbage placed on the curb in clear plastic bags will not be collected.

Does the City of Woodway contract its solid waste services?

Yes, the City of Woodway contracts with Eagle Disposal Company for garbage, brush, and recycling collection. If you have any problems with your collection, contact the City at 772-4482 and we will work with Eagle to take care of your concerns.

What if they miss my garbage and do not collect it on its scheduled day?

Please call 772-4482 if your garbage is not collected on your scheduled pick-up day. Any missed pick-ups must be reported to the City by the next day in order to have your residence serviced. If you do not notify the City within 24 hours of the missed pick-up day, the City will not be able to have the garbage collected until the next scheduled pick-up day.

Will the City collect any bulky or large items?

The City collects bulky and large items twice a year. The City will collect items such as sofas, chairs, and large appliances. The event will be advertised in the bi-monthly *Woodway Today* newsletter and *Hometown News*.

Large, bulky items can also be collected anytime during the year at the customer's request for a fee. Please call 772-4482 for current pricing and collection arrangements.

Will the City collect hazardous items?

No, the City does not collect hazardous waste with its collections. The City of Woodway does participate with surrounding cities to hold a Household Hazardous Waste Disposal Event typically once a year, usually in May. During this event, residents can bring hazardous items from their residences to a collection site to have it disposed. Items collected at the event include flammables, paints, insecticides, herbicides, poisons, and oils. The event will be advertised in the bi-monthly *Woodway Today* newsletter, *Hometown News*, and the *Waco Tribune-Herald*.

What does the City do if a holiday falls on my regular collection day?

If a holiday falls on any regular-scheduled collection day, the City will push back the collection day 24 hours. For example, Labor Day falls on a Monday. The garbage normally collected on Monday will be collected on the Tuesday following Labor Day, with the garbage normally collected on Tuesday being collected on the Wednesday following Labor Day. For holidays effected, please reference your holiday schedule magnet.

What am I to do with my yard waste (brush, tree limbs, etc.)?

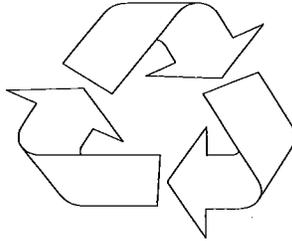
Brush is collected at the curb on Wednesdays. The amount of brush should be no more than the size of a small pickup load. The City of Woodway encourages its citizens to take part in this conservation effort by placing limbs at the curb for collection. These items are taken to the Waco Landfill and ground into mulch. Limbs placed at the curb are not to exceed 4" in diameter and 5' in length.

Can I use the landfill?

The Waco Landfill can be used for free by Woodway residents. Residents can show a current Woodway utility bill with refuse service listed, along with a driver license, for proof of residence at the Waco Landfill to gain entrance. All loads must be tarped or a fee will be assessed. All commercial customers must pay a fee according to the size of the load in order to use the landfill, with permits available at City Hall. The Waco Landfill is located on Wickson Road, off of Highway 84.

CITY OF WOODWAY RECYCLING INFORMATION

Please place all recycling
curbside prior to 8:00 a.m.
on Wednesdays.



The Clear plastic bags may be
used, however because they are
NOT recyclable we encourage
the use of the Bins.

The City of Woodway collects the following items for recycling:

Newspaper

Plastic Any numbered (clear, natural, colored)

Aluminum cans

Steel cans

Tin cans

Paper (white, colored, junk mail)

Magazines

Catalogs

Cardboard

(Food containers, cereal/cake boxes, gift boxes, poster-board)



The City of Woodway does not collect:

Unmarked plastics (bags, ties, lids, caps, collars, toys, polystyrene, utensils, coat-hangers, medicine bottles, flowerpots, food containers)

Any Glass, including broken glass (light-bulbs, windows, mirrors, ceramics, cookware, dishes, drinking glasses)

Metals (toys, foil, cookware, utensils, batteries, fencing, coat-hangers, lawn furniture, appliances)

Paper (books, phonebooks)

Hazardous materials - look at the Material Data Safety Sheet on product for disposal

For more information on Non-Collectables please reference these websites:

www.tceq.state.tx.us

www.earth911.org

CITY OF WOODWAY

CONFIDENTIALITY CUSTOMER REQUEST FORM



Government-operated utilities, such as the City of Woodway Water/Sewer/Refuse Department, fall under the reporting requirements of the Public Information Act. This act allows other individuals and entities to request and receive your personal information.

If you prefer your personal information to provided to other individuals and entities, no action is required.

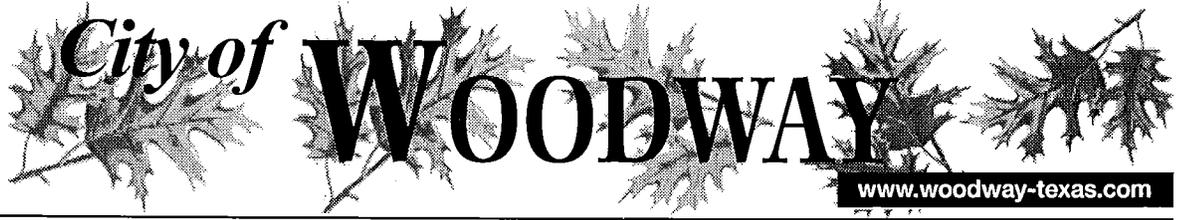
If you prefer that the City of Woodway keep your personal information confidential, the law requires you to sign and return this form to the Woodway Water Department, 922 Estates Drive, Woodway, Texas 76712.

I, _____, request that the personal information for the account number shown below be kept confidential.

Signature _____

Date of Request _____

Account Number (as found on utility bill) _____



922 ESTATES DRIVE • WOODWAY, TEXAS 76712-3432 • 254/772-4480 • FAX 254/772-0695

Authorization Agreement for Bank Draft

I (we) hereby authorize the **City of Woodway**, hereinafter called **City**, to initiate debit entries to my (our) checking account indicated below. The depository financial institution (i.e. bank, credit union, savings & loan) named below, hereinafter called **Bank**, will receive and debit same entries to my (our) account. This authority is to remain in full force and effect until **City** and **Bank** has received written notification from me (or either of us) of its termination in such time and in such manner as to afford **City** and **Bank** a reasonable opportunity to act on it.

Name(s)

Utility Acct. Number

Address

Phone Number

Social Security Number(s)

Signature

Date

Signature

Date

Bank

Branch

City/State

Zip

Bank Routing #

Account No.

Please note it will take one complete billing cycle after the completed form is returned to the City for the bank drafting to go into effect. During this transition period, the customer is responsible for making timely payments. All bills paid via bank draft will state in the lower left hand corner “*BANK DRAFT DO NOT PAY***”. We hope this proves to be a beneficial payment method for you. Should you have any questions please feel free to call the Woodway Customer Service Division at (254)772-4482.**

(Please attach a deposit slip or voided check for the indicated account.)