

## DISCONNECTION DAYS

DUE DATE	LAST DAY TO PAY BY 4:00	DISCONNECT DAY
W-10/10 G-10/15	10/24/23	10/25/23
W-11/10 G-11/15	11/27/23	11/28/23
W-12/10 G-12/15	NO DISCONNECT	NO DISCONNECT
W-1/10 G-1/15	1/23/24	1/24/24
W-2/10 G-2/15	2/26/24	2/27/24
W-3/10 G-3/15	3/25/24	3/26/24
W-4/10 G-4/15	4/24/24	4/25/24
W-5/10 G-5/15	5/28/24	5/29/24
W-6/10 G-6/15	6/25/24	6/26/24
W-7/10 G-7/15	7/24/24	7/25/24
W-8/10 G-8/15	8/26/24	8/27/24
W-9/10 G-9/15	9/25/24	9/26/24

### IMPORTANT NUMBERS

#### BILLING QUESTIONS:

Water: 432-837-3301 opt. 2

Gas: 432-837-3301 opt. 3

#### WATER OR GAS LEAKS:

Water: 432-837-3301 opt. 2

Gas: 432-837-3437

#### EMERGENCY AFTER HOURS:

Water: 432-837-3486

Gas: 432-294-1529

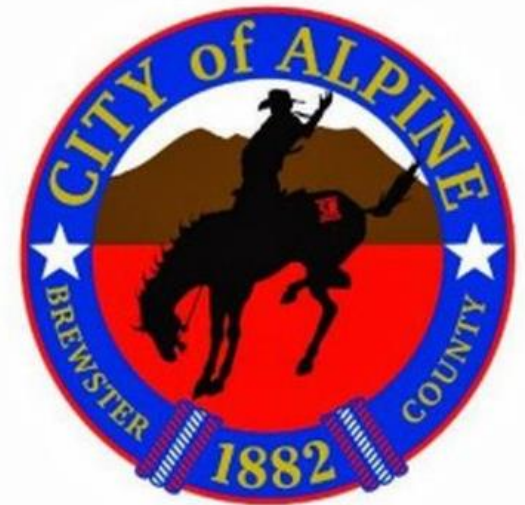
#### OFFICE HOURS:

MONDAY - FRIDAY

8:00 - 12:00 & 1:00- 5:00

# CITY OF ALPINE

### INFORMATION REGARDING YOUR RESIDENTIAL UTILITY ACCOUNTS



## City Hall

100 N. 13<sup>TH</sup>, ALPINE, TX 79830

# 432-837-3301

*Valid: 10/1/2023-9/30/2024*

Updated on 9/1/2023

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## WATER ACCOUNT

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Congrats on opening your water account!

- Your water bill will include the sewer charge (if available in your area), garbage charge (if you live within City limits), and taxes.
- Residential sewer is a flat fee of \$15.50.
- The garbage residential flat fee is \$42.89 (may fluctuate on your first & last bill). Rate will increase to \$44.17 beginning 3/1/2024, per City/ TDS contract.
- Minimum water fee of \$16.57 (For 0-2,000 gal used)
- The water bill is **always due on the 10<sup>th</sup> of every month. If payment is not received by the 10<sup>th</sup>, we issue past due notices on the 11<sup>th</sup>.**
- If you have a leak and need your meter off, please contact our office. If it's after hours, please contact the non-emergency number (see below).
- ***Please do not touch the meter, if meter is tampered with, a tampering fee of \$150 will be applied to your account.***

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CITY HALL: 432-837-3301 OPT. 2  
AFTER HOURS LINE: 432-837-3486

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## GAS ACCOUNT

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Congrats on opening your gas account!

- Your gas bill will include your gas usage charge, local, county, & state tax charges.
- The gas charge per MCF (one thousand cubic feet) will fluctuate each month. You can find that cost in the middle section of your bill each month.
- The gas bill is **always due on the 15<sup>th</sup> of every month.** If you don't make a payment by the 15<sup>th</sup>, **a late charge (5% of your bill) will be applied to your account. If payment is not received by the 15<sup>th</sup>, we issue past due notices on the 16<sup>th</sup>.**
- If you smell gas, immediately call 432-837-3437 (during business hours). If it's after hours, please call 432-294-1529.
- ***Please do not touch the meter, if meter is tampered with, a tampering fee of \$150 will be applied to your account.***

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CITY HALL: 432-837-3301 OPT. 3  
SMELL GAS: 432-837-3437  
AFTER HOURS LINE: 432-294-1529

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## HOW TO PAY MY BILL?

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- In person: Cash, check, or money order only.
- We also have a drop box located on the right side of our building (Holland St.). If this method is used, please include your account #, name, and address to insure your payment is applied to your account.
- You can sign up for ACH (automatic draft from your banking account). We will need a voided check, or a deposit slip from your bank, or a document from your bank stating your routing # and your account #. Once you sign up for ACH it will take **two billing periods before it starts drafting from your account.**
- You can also register your account online to pay with a card. This is different from ACH. There is 2.99% transaction fee to use this option. You will need your utility account # and pin # to register your account. Contact the customer service clerks for more information.

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WEBSITE: [WWW.CITYOFALPINE.COM](http://WWW.CITYOFALPINE.COM)  
OFFICE HOURS: M-F 8:00-12:00 & 1:00-5:00