

**PAYMENTS:**

- Cash, check, money order, or credit/debit cards (Visa, Master Card, and Discover) are accepted.
- You may pay by credit/debit card over the phone, in person or online at

**www.municipalonlinepayments.com/seguintx/utilities**

There are transaction fees assessed on all credit/debit card transactions.

- Bank drafting is also available.
- Mail your payments to PO Box 591 Seguin, Texas, 78156.
- At City Hall, 205 N River St, pay inside, at the drive-thru or a drive up drop box in the middle of the parking lot on the Northeast corner of River and Mountain Street.
- A fee of \$30.00 is required on all returned checks/bank drafts. Other fees/penalties may be assessed depending on status of account.

**BUDGET BILLING:**

Eligibility:

- Residential customers only
- Must have a 12-month history at current service location
- Cannot have any outstanding bills/charges
- Cannot have been on the cut-off list or been disconnected within last 12 months
- Cannot have any insufficient funds checks/drafts
- Name on the account must be the same as Budget Billing applicant
- City must have access to all electric and water meters at location every month

**PENALTY EXEMPT:**

Eligibility:

- Residential customers only
- 60 or older
- Disabled, with proof of government disability income
- If eligible for the exemption, you must come to our office with your ID.

**CITY DEPARTMENTS:**

Animal Control.....	401-2335
Building Inspections/Permits.....	401-2435
Capital Projects & Engineering.....	401-2776
Citizen Relations.....	401-2445
City Manager's Office.....	401-2302
City Secretary.....	401-2468
Coliseum.....	401-2486
Economic Development.....	401-2476
Finance.....	401-2452
Fire/EMS.....	401-2310
Golf Course.....	401-2490
Health Inspections.....	401-2432
Human Resources.....	401-2470
Library.....	401-2422
Main Street Program.....	401-2448
Mayor's Office.....	401-2308
Municipal Court.....	401-2325
Parks & Recreation.....	401-2480
Planning & Zoning.....	401-2306
Police.....	401-2123
Public Information.....	386-2590
Public Works.....	401-2416
Purchasing.....	401-2407
Schertz/Seguin LGC.....	401-2403
Utility Billing.....	401-2460
Operation Center.....	401-2404
Wastewater Plant.....	401-2411
Water Plant.....	401-2408

Visit us online at  
**[www.seguintexas.gov](http://www.seguintexas.gov)**

**City Hub Customer Portal!**

The following services are available:

The City of Seguin is pleased to offer customers this online service that can be managed on a cell phone, computer, or tablet. View and pay your bill, monitor your consumption, set up alerts & more!

Once your account has been created, you can view and track your detailed water usage to help identify unusual spikes in water usage associated with potential leaks.

The usage data provided in the portal comes from the City's AMI system and this data can be viewed in monthly, weekly, daily and hourly increments.

The online dashboard will help you gain a better insight on how and when you use utilities, offer you the ability to conserve utilities and lower your bills!



**It's real.**

**UTILITY BILLING  
205 N RIVER  
SEGUIN, TEXAS 78155**

**MONDAY--FRIDAY  
8:00 A.M. TO 5:00 P.M.  
(EXCLUDING HOLIDAYS)**

**OFFICE  
(830)-401-2460**

**EMAIL  
[utilitybilling@seguintexas.gov](mailto:utilitybilling@seguintexas.gov)**

**FAX  
(830)-401-2459**

**AFTER HOURS  
EMERGENCY  
For Electric, Water or Sewer  
(830)-401-2404**

**Have a Smart Phone? Scan this  
QR Code for direct access to our  
Online Payments Portal!**



## THE CITY OF SEGUIN STRIVES TO:

***Be prudent in the use of resources both natural and physical,  
Cooperate with other governments, public and private entities, and fellow citizens and co-workers,  
Work with the safety, health, and well being of our community first and foremost in our minds,  
Provide quality services in a courteous and efficient manner.***

### **REQUIREMENTS FOR COMMERCIAL SERVICE:**

Please contact: Utility Billing 401-2460

### **REQUIREMENTS FOR RESIDENTIAL SERVICE:**

- All locations must meet the city's code compliance regulations

### **INSPECTIONS ARE NEEDED FOR LOCATIONS:**

- Any time a residence has not had service for more than a year.
- All mobile homes.
- Any residence that has been red-tagged or placed on the Building and Standards list.

### **APPLICATION:**

- An application is required for utility service on the city's prescribed form.
- The application must be in the legal name of the person requesting utility service.
- All applications for service must be made in person at our office by the person requesting service.
- A lease/rental agreement or proof of ownership is also required for anyone requesting service.

### **IDENTIFICATION:**

- A valid Texas driver's license or Texas identification card is required.
- An out of state drivers license is accepted for first time service only, thereafter a valid Texas driver's license or Texas identification card will be required

### **RESIDENTIAL SECURITY DEPOSITS**

A report from the Online Utility Exchange will be used to determine if a deposit is required.

#### Inside City Limits

- \$ 150.00 Electric
- \$ 50.00 Water
- \$ 60.00 Water (outside City Limits)
- \$ 25.00 Garbage Only Accounts
- Security deposits are held for three years. After three years with no insufficient funds checks or disconnects for non-payment your security deposit will be applied to your account.
- If you move within the city's service area the security deposit will transfer with you.
- If service is terminated, the security deposit will be applied to your final bill

### **SERVICE CONNECTIONS:**

- Same day connection for new service—Application, and security deposit paid before 2:00 pm, provided location meets code compliance requirements.
- Requests made after 2:00 pm will be done the next business day.

- Reconnection for non-payment—Payment must be received before 2:00 pm or service will be reconnected on next business day.

- To have City crew turn your water off/on for repair is a \$10/trip charge during working hours & \$20/trip after hours.

### **DISCONNECT SERVICES:**

- A signature is required on a disconnect service order. The signature can be that of the account holder or his/her designated agent. ID's may be required.
- Faxed, mailed, or emailed requests for disconnection are accepted. They must include name on utility account, ID number, telephone number, date service is to be disconnected and forwarding address.
- Same day disconnects are available if requested by 2:00 pm., if time permits. Requests made after 2:00 pm will be done the next business day.

### **NEW SERVICE/TRANSFER CONNECTION FEES:**

- \$ 25.00 Residential Electric
- \$ 25.00 All Water
- \$ 30.00 Commercial/LPL/Industrial Electric
- \$ 25.00 Security Light, Per Light
- These charges will appear on your first month's bill.

### **SECURITY LIGHTS ARE AVAILABLE**

CALL 830-401-2404 FOR MORE INFO

### **AFTER HOURS CONNECTIONS:**

- Transactions after 2:00 p.m. weekdays
- \$ 40.00 Electric
- \$ 40.00 Water
- These charges must be paid in advance and are in addition to regular connection charges.

### **ADMINISTRATIVE FEES:**

Accounts on cut off list:

- \$20.00 Electric
- \$20.00 Water
- \$20.00 Garbage Only Accounts

### **GARBAGE SERVICE:**

- The city provides garbage service for residential customers only. This includes one ninety-six-gallon container per residence.
- The garbage container must be set out at the curbside or alley no later than **6.00 a.m.**
- If additional carts are needed, you must come to our office and fill out an application. There will be an additional fee per additional cart billed to your account each month.
- No personal containers will be picked up.
- Holiday Schedule is observed Thanksgiving, Christmas, and New Year's Day

#### **Items that will not be picked up are:**

- Construction debris-lumber, plywood, carpeting, etc...
- Hazardous chemicals/Materials-paints, tires
- Appliances with Freon
- Please note only eight 30-gallon bags of leaves or yard trimmings will be picked up per week.

For Items that cannot be picked-up you may contact the following County Collection Stations for hours of operation and fees:

**Kingsbury Landfill**, 830-303-9317  
Wednesday-Saturday 8:30-4:30  
FM 2438 & CR 204, (Old Seguin-Luling Rd)

### **Seguin Collections** Closed

Tuesday-Saturday 8:30-4:30

Hwy 46 South and FM 467, west side of Seguin

**Marion Collection**, 830-420-3517

Wednesday-Saturday 8:30-4:30

FM 78 & Vernell Street, on east side of Marion

Companies approved to pick up Commercial Garbage

Apache Disposal	830-914-3900
Waste Connections	512-282-3580
Republic Services	210-648-5222
Tiger Sanitation	210-333-4257

### **CURBSIDE RECYCLING**

- The city provides weekly curbside recycling service for residential customers only. This includes one sixty-five-gallon container per residence.

#### ITEMS COLLECTED

Rinsed plastic bottles  
Rinsed jugs  
Rinsed glass  
Paper  
Rinsed metal cans  
Rinsed aluminum cans  
Cardboard

#### ITEMS **NOT** COLLECTED

Styrofoam  
Plastic bags or packing  
Hazardous materials  
Electronics  
Paper towels/tissue  
Food

### **BRUSH/TREE LIMB:**

- The brush collection service entitles each resident to **15 minutes** of brush/limb collection during your area's scheduled collection week each month, free of charge.
- Brush will be picked up Monday through Friday of your collection week and **must** be out by that Monday morning to assure pick-up.
- Brush/Limbs should be cut and stacked neatly at the edge of your street or curb line of your residence, **not** on the street. If you have alley pick-up, brush should be placed at the property line adjoining the city alley, please do not block any portion of the alley. Brush shall be limited to five (5) feet in length, twelve (12) inches in diameter (this is the maximum diameter that our chippers can accept), and forty (40) pounds in weight for any single branch.

#### **Brush collectors cannot remove the following items:**

- Mixed Piles (garbage, lumber or bulky items)
- Yard trimmings (leaves, grass, etc. should be bagged for garbage pick-up, IESI will pick up eight bags per week)
- Banana plants, palm leaves, cactus or bamboo (These items must be bundled or placed in garbage container.)
- For larger piles, out of route pickups or more information contact the Public Works Department at (830) 401-2416  
Free Woodchip Mulch is available for Seguin residential customers. For more information, call 401-2416.  
See City website for Brush Zone Map:  
[http://www.seguintexas.gov/images/uploads/BrushRoutes\\_40x40\\_June2015.pdf](http://www.seguintexas.gov/images/uploads/BrushRoutes_40x40_June2015.pdf)