



P.O. Box 638, 305 N. Arch, Royse City, TX 75189 – Metro 972-636-2250–Fax 972-635-2319

Customer Service, Utility Billing Policy

- Utility bills are mailed or e-mailed to customers by the 3rd of each month.
- Utility payments are due by 5:00pm on the 15th of each month.
- All payments dropped in the night deposit box after 5:00pm of the 15th will not be posted until the next business day.
- Payments made after 5:00pm of the 15th will be assessed a \$10.00 late fee.
- On line bill pay is available at www.roysecity.com, the system will be temporarily suspended at 5:00pm on the 15th to update the past due accounts.
- Disconnect notices will be sent out to customers on the morning of the 16th.
- Disconnect notice is a reminder that all payments must be received no later than 5:00p.m. On the 26th to avoid disconnection.
- If payment is not received by 5:00pm on the 26th of the month, a 10% or \$35.00 fee will be added, whichever is greater, and services will be interrupted.
- Payments are accepted in the form of cash, credit card, check and money order.
- There will be a 3.5% convenience fee for all credit card transactions, transactions are only accepted in office or online. Credit cards accepted, are Visa, Master Card and Discover.

Customer Service Department Hours of Operation:

Monday-Friday: 8:00am-5:00pm

Offices will be closed Saturday and Sunday

Located at:

305 N. Arch St.

Royse City, TX 75189

972-636-2250



Garbage Pick Up Information: Inside City Limits

Pick Up Day Schedule:

<u>PICK UP DAY:</u>	<u>PICK UP LOCATIONS:</u>
THURSDAY	SOUTH OF INTERSTATE 30
FRIDAY	NORTH OF INTERSTATE 30

Schedules are subject to change due to holidays or weather delays.

Pick Up Requirements:

- Trash must be bagged and set out near the curb for pick up **no later than 7:00 am.**
- Brush will be picked up but must be cut into lengths no longer than 4' foot long and 6" in diameter, tied/bundled and placed out near the curb on scheduled trash day. One bundle per trash day is allowed. Brush in excess must be placed on a list for pick up and will be charged \$20.00 per cubic yard. Call 972-636-2250.
- One bulk item per week may be placed out for pick up.
Due to environmental laws, no large appliances will be accepted.

For any additional information or questions

Please call city hall @ 972-636-2250



Recycle



Recycling Information

The City of Royse City has a recycling agreement with Sanitation Solutions for Residents inside city limits only. The following materials will be accepted for recycling:

Recycling Pick-Up Information

- Recycling pick-up is in Wednesday, unless there is a holiday or weather delay.
- This service is available only to Royse City residents.
- Persons who live outside the city limits are not eligible.

Items Acceptable for Pick-Up

- Glass- only clear or brown colored glass.
- Newspaper and magazines
- #1, #2 and #5 plastics. The recycling number can be found in a recycling triangle stamped, printed or embossed on the plastic item.
- Aluminum cans
- Tin cans such as vegetable cans, etc

*Please note cardboard items will not be picked up for recycle.

Recycling Requirements

- The recycle company request that all items be rinsed in order to prevent contamination of recycling batches.
- Used paper plates should not be places in the container. Keeping recyclables clean will discourage pest.
- The recyclable materials must be placed into recycling container and placed at curbside for pick-up no later than 7:00a.m.

For answers to questions or concerns, please contact
Royse City, City Hall at 972-636-2250
Monday thru Friday 8:00 am - 5:00 pm



About the Utilities Guide:

This guide will help you with the telephone numbers that you will need to call to get your utilities connected. We have provided some information for those people who have a Royse City mailing address, but live outside of the Royse City service area.

Electric

Go to www.powertochoose.org for different rates/electric companies.

- TXU Electric- (800) 242-9113
- FEC Electric - (800) 541-2662 Woodland Creek sub-division only.

Telephone

- Numerous Contacts- Consult SBC Telephone Directory

Gas

- Atmos Energy- (800) 460-3030
- Emergency Contact- (800) 817-8090

Underground Utilities

- Digtess- (800) 344-8377

Cable

- Sudden Link- (800) 999-6845
- AT&T Uverse- (866) 688-5430
- Services Not Available In All Areas

Water/ Sewer

- City Of Royse City- (972) 636-2250
- After Hours Emergency- (214) 794-2888

Satellite

- Dish Network- (888) 388-7787
- Direct TV- (866-319-9838

Sanitation Services

- Inside City Limits contact City Hall Customer Service (972) 636-2250
- Verandah Sub-Division contact Sanitation Solutions (903) 784-0124

County Numbers

- Rockwall County (972) 204-7000
- Hunt County (903) 408-4100
- Collin County (972) 548-4675

Vehicle Registration

- Rockwall County (972) 204-6130
- Collin County (972) 547-5014
- Hunt County (903) 408-4000

TX Department of Public Safety

- Rockwall County (214) 861-2444
- Collin County (214) 733-5350
- Hunt County (903) 453-6916

Electronic Recycling

- www.tceq.texas.gov/p2/recycle/electronics/manufacture-list.html

Land fill

- Duncan Disposal/Maloy Landfill (903)866-7832
2811 FM 1568 Campbell, TX 75422
- CMH Landfill 972-205-3670
3175 Elm Grove Road Rowlett, TX

Schools

- Administration Office (972) 636-2413
- Davis Elementary (972) 636-9549
- Fort Elementary (972) 636-.304
- Scott Elementary (972) 636-3300
- May Vernon (972) 635-5006
- Ruth Cherry Intermediate School (972) 636-3301
- Harry Herndon (469) 721-8101
- RC Middle School (972) 636-9544
- RC High School (972) 636-9991
- Bus Garage (972) 636-9732



Below are some of the ordinances most frequently used by our Environmental Enforcement. These are not exact copies of the ordinances.

We hope this will help you with any code issue you may have. If you need further assistance, please contact the Environmental Enforcement Department.

Code Enforcement Officer

D. Mims- (972) 524-4776
(214) 236-6402 Cell

Animal Control:

Omar Nerio- (972) 524-4790
(214) 796-1445 Cell

Lyndsey Weaver-(214)9349352

All dogs must have a current rabies vaccination.

All dogs must be on a leash or restrained to the owners property.

All dogs/ cats must be registered with the city annually.

Tall Grass:

Grass and/or weeds are not to exceed twelve (12) inches in height.

Trash:

Trash and/or debris will not be allowed to accumulate on resident's property.

Swimming Pools:

All pools that are capable of holding eighteen inches (18") of water must be surrounded by a fence. (See fence specifications)

Junk Vehicle:

All vehicles must be in running condition and must be current on registration and state inspection.

Trash Cans:

All trash cans may be placed out no earlier than 5:00 pm the day before collection.

All trash cans must be removed by 10:00 pm the day of collection.

House Numbers

House numbers must be placed on the home and be at least four inches (4") in height.

ENVIRONMENTAL ENFORCEMENT

TOP 10 CODE VIOLATIONS

<p>#1 HIGH GRASS AND WEEDS</p> <p>The problem: Property that has grass and weeds that exceed 12 inches.</p> <p>The solution: The property owner must monitor and maintain their property and keep grass/weeds less than 12 inches.</p>	<p>#6 ANIMAL RELATED ISSUES</p> <p>The problem: Dog at large, having more than the number of animals permitted by city ordinance, barking.</p> <p>The solution: Make sure that animals are in a contained area or are on a leash. Be a responsible pet owner by having your animals vaccinated, registered and spayed/neutered.</p>
<p># 2 TRASH AND DEBRIS</p> <p>The problem: Whatever is dangerous, hazardous, offensive, or detrimental to human health and/or life.</p> <p>The solution: Remove debris, rubbish, trash, and/or items stored in the yard, driveway or on porches.</p>	<p>#7 SIGNS</p> <p>The problem: Signs that are in an Improper location, abandoned, or have an expired permit.</p> <p>The solution: Remove old sign, place sign in approved location. Check to see if sign permit is required. Follow requirements for sign permit.</p>
<p># 3 JUNK VEHICLES</p> <p>The problem: Any motor vehicle that meets the State of Texas definition of a junk vehicle.</p> <p>The solution: Make sure vehicles meet requirements of the city ordinance.</p>	<p>#8 BUILDING WITH OUT PERMIT</p> <p>The problem: Building a structure that has not been reviewed and approved by building official and/or inspector.</p> <p>The solution: Submit plans to city for review and approval.</p>
<p>#4 FRONT YARD PARKING</p> <p>The problem: Parking any motor vehicle, trailer or boat on any portion of unpaved front or side yard.</p> <p>The solution: Make sure that vehicles are parked on an approved surface as stated in the city ordinance.</p>	<p>#9 TRASH CANS</p> <p>The problem: Out on wrong day/time.</p> <p>The solution: Place trash cans out no earlier than 5 p.m. the day before and remove by 10 p.m. the day of trash service.</p>
<p>#5 SUBSTANDARD STRUCTURES</p> <p>The problem: Not meeting the minimum Building Standards to an extent that endangers the life, health, morals, property, safety or welfare of the public.</p> <p>The solution: Maintain property and ensure that the structure meets the cities minimum Standard Building Code.</p>	<p>#10 ILLEGAL DUMPING</p> <p>The problem: Deposit any trash or garbage on any private or public property without permission.</p> <p>The solution: Place trash in correct/approved receptacle.</p>

