



IMPORTANT IRRIGATION INFORMATION AND CURRENT WATER CONSERVATION PLAN

It is important for residents with irrigation systems to understand how the system operates to avoid high water bills.

Refer to the owner's manual or contact the company that installed the system for operating instructions.

Inspect the system to ensure there are not any broken sprinkler heads or stuck valves. It is good practice to inspect the system monthly.

When you arrive to the home check the current program and adjust from the previous owner or builder settings.

Important programming information to remember:

- Irrigation controllers have 3 different program functions (A,B,C).
Each program can operate up to 4 different start times, allowing the system to run 12 different times in 1 day if not programmed properly.
- Do not confuse minutes with hours. Example: Min 0:06 vs Hours 6:00.
- Power surges or outages can trip control boxes to factory settings and override your current settings. Check your system after surges/outages.

Water usage increases at a high rate due to watering the yard.

Keep a log of when you begin to use your irrigation system and the minutes programmed. Log when you make a schedule change and when you stop using the irrigation system.

Compare the log with the service period listed on your bill to help understand your usage and charges.

Keep in mind, the billing cycle is mid-month to mid-month and not the 1st to the 30th.

In the months you are not utilizing irrigation, turn the shut off valve in the ground. The shut off valve is in the irrigation box, usually located in the ground closest to the house.

Shutting off the irrigation in the ground will ensure the system will not turn on or reset during a power outage/surge.

The city's current water conservation plan is suggested to limit landscape watering and irrigation systems to two days per week.

Do not water between 10:00am to 6:00pm or during any period of precipitation.
(rain, snow, sleet etc.)

Avoid watering in such a manner as to allow run off or other waste.

This implementation allows for long term protection of our water supply and the most efficient, cost-effective use of water purchased by customers.

A healthy yard needs less water than you may think.

Visit www.watermyyard.org to assist in determining an adequate amount of supplemental water needed to maintain a healthy lawn.

Contact the Utility Billing Department with any questions. 972-636-2250 option 3.

Email: utilities@roysecity.com



Welcome to the City of Royse City!

Billing Policy

- Utility bills are mailed/e-mailed to customers by the 3rd of each month.
- Utility payments are due by 5:30pm on the 15th of each month. If the 15th falls on a Friday, weekend or city approved holiday the payment will be due the following business day. The due date will be listed on the bill.
- All payments dropped in the night drop box after 5:30pm on the due date will be posted the following business day and a penalty fee will be assessed to the account.
- Online bill pay is available at www.roysecity.com; the system will be temporarily suspended on the morning after the due date to update the past due accounts.
- Late notices will be sent out the morning after the due date for accounts with balances. Past due balances must be received by 5:30pm on the 25th of the month to avoid interruption in service.
- If payment is not received before the interruption date a cut off fee will be added to the account the and the services will be interrupted.
- All re-connection requested after 5:15pm Mon-Thurs or 10:45am Friday will require additional after hour connection fee(s).
- Payments can be made in the office, online at the city website using a debit/cc card, mailed (Post Office routes to Coppell, Dallas, Greenville then to Royse City) or placed in the night drop box located next to the drive through payment window. Any online payments processed through your personal bank will be delivered via check by the US Postal service. Payments do not come to the Utility Department electronically. Post marks are not honored.
- Payments are accepted in the form of cash, check, cashier check, money order, debit and all major credit cards. A 3.50% processing fee will apply to all card payments processed in the office. No fee if paid online.
Cash payments being made with excessive amount of coins must be rolled and a limit of 10 wrappers. Each wrapper must be labeled with payer's name, address and phone number.
- AUTO PAY: To set up auto pay via credit card or debit card visit the city website and select Utility Billing. This will direct you to the online payment portal. Enter your full account number and the last payment made on your account to get logged in for the first time. If you haven not made any payments on the account, then enter 0.00.

Trash Collection Information

-Schedules are subject to change due to holiday or weather delays.-

The trash carts are burgundy; pre-existing homes should already have a cart. If the cart is missing, please contact the Utility Department at 972-636-2250 and select option 3 or email: utilities@roysecity.com.

Carts for new builds will be ordered at the time of utility set up and delivered within a couple of weeks.

Until you receive your cart(s) you may set out your bagged trash and they will be picked up.

Trash Collection Day Requirements:

- Place cart out near the curb/alley by **7:00a.m.** on your collection day; you may set out the night before **after 5:00p.m.** All carts must be removed from the curb/alley by 10:00pm the day of collection. The front of the cart needs to face the street or alley. Make sure cart is not blocked by cars or other objects.
 - Loose trash must be bagged before placing in the cart.
 - All boxes need to be collapsed and set next to the cart for disposal.
 - Syringe Disposal: Place needles and syringes in a **hard-plastic** container with a tightly secure lid such as a bleach or detergent bottle (not clear plastic). Label the outside of the bottle with "Syringes, Sharps, or Needles". When container is full seal/reinforce its lid with heavy duty tape. Place container in your trash cart.
 - Medication: A receptacle to dispose unused or expired medication is located at CVS Pharmacy 476 I-30, Royse City, TX. 75189
- **-Paint, oils and all liquids are not permitted.**
- One brush bundle will be picked up per collection day but must be cut into lengths no larger than 4' long, 6" around, tied in a bundle and not to exceed 50lbs
- Leaves and foliage need to be bagged and not to exceed 50 lbs. Place up to 10 bags next to the trash cart on your trash day.
- Two bulk items per week may be placed out for pickup weekly on your trash day. If more than 2 items are out it will be at the discretion of the driver which items will be picked up. Place near the curb/alley on your collection day next to your cart. Example of bulk item: mattress, box spring, table, sofa, dresser etc.

-Due to environmental laws; refrigerator/freezers, televisions or items with chemicals or bulbs will not be collected. Building materials including but not limited to; carpeting, cabinets, fencing, wood pieces, pallets etc. will not be collected.-

To dispose of bulk items that will not be collected by city services, contact the closest landfill for assistance. Additional charges and fees may apply.

C.M. Hinton Jr. Regional Landfill
3175 Elm Grove Road Rowlett, TX. 75089
972-205-3670/972-205-3671

Maloy Landfill and Sanitation
2811 FM 1568 Campbell, TX. 75422
903-886-3275/903-866-7832

For additional information or questions contact the Utility Department at 972-636-2250 option 3 or email utilities@roysecity.com.

Recycle Collection Information

-Schedules are subject to change due to holiday or weather delays.-

Recycle is an optional service. No additional fees to utilize this service.

The recycle carts are blue; pre-existing homes should already have a cart. If the cart is missing or you choose to OPT out of service, please contact the Utility Department at 972-636-2250 and select option 3 or email: utilities@roysecity.com.

Carts for new builds will be ordered at the time of utility set up and delivered within a couple of weeks.

You must have a recycle cart to utilize the service.

Recycling Collection Day Requirements:

- Place the cart out near curb/alley by 7:00am on your collection day; you may set out the night before after 5:00pm. Recycle cart must be removed from curb/alley by 10:00pm the day of collection.
- The front of the cart needs to be facing the street or alley. Make sure cart is not blocked by cars or other objects. Only recyclable items **inside** the cart will be serviced. Items **outside** the cart will not be serviced. Make sure the cart is not over loaded so recycle can freely dispense from cart when emptied.

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.
- Cardboard: boxes must be collapsed down and placed in the cart. If boxes do not fit in the recycle cart you may dispose of them with your **trash** service. Set collapsed boxes outside of your **trash cart** on your designated day.

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 placed in the container. Keeping recyclables clean will discourage pest.

Electronic Recycling:

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

Recycle Center:

Rockwall Recycling Center 945-333-6069
9104 State HWY 276, Royse City, TX. 75189

-HELPFUL CITY PHONE NUMBERS-

City Hall 972-636-2250:

Police/medical emergencies dial 911.

Option 1: Non-emergency police calls.

Option 2: Court Clerk's Office.

Option 3: Utility Department (H2O, sewer and trash services)

Option 4: *AFTER HOURS* H2O and sewer emergencies.

Option 5: Permits and building inspections.

Option 6: Accounts Payable.

Option 7: Parks and Recreation.

Option 8: Code Enforcement.

visit roysecity.com

Option 9: Animal Control

Administrative Offices: 100 W Main Street

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-636-2250 option 0, F) 972-635-2434

Animal Shelter: 1101 N Josephine Street

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-524-4709

Email: animalcontrol@roysecity.com

C.F. Goodwin Public Library: 309 N Arch Street

Seasonal Hours

P) 972-635-2772 F) 972-635-7752

library@roysecity.com

Chamber of Commerce: 216 North Arch Street, Suite D

P) 972-636-5000 info@roysecitychamber.com

Code Compliance: 141 W Main Street

Patrols South side of I30 Cell: 214-236-6402

Patrols North side of I30 Cell: 214-385-8532

Email: codecompliance@roysecity.com

Community Development Corporation:

216 North Arch Street, Suite A

Phone/Fax 972-636-2183

Court-Municipal: 100 W Main Street

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-636-9434 F) 972-635-7186

Email: court@roysecity.com

Development Services: 141 W Main Street

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-636-2250 zero for operator

Fire Department: 300 Erby Campbell BLVD.

Emergency: 9-1-1 P) 972-524-4705

Main Street Program: 141 W Main Street

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-524-4846 Email: paula.morris@roysecity.com

Parks and Recreation Department: 141 W Main Street

Phone: 972-524-4847

For information on parks, facilities, and youth sports

visit roysecity.com and click on Parks & Recreation.

Permitting Office: 141 W Main Street

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-524-4710 Email: permits@roysecity.com

Police Department: 1530 E State Hwy 66

Emergency: 9-1-1 P) 972-636-9422 F) 972-636-2922

Dispatch of an Officer (non-emergency): 972-204-7001

Public Works: 100 W Main Street/1101 N Josephine St.

Mon - Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

972-636-2250 Ext. 4843

publicworks@roysecity.com

Senior Center-Barney C Jones: 322 W Lamar Street

Mon - Thurs 8am-3:30pm, Fri 8:00am - 11:00am

P) 972-524-4848 Email: amurray@roysecity.com

Utility Billing Department: 100 W Main Street

Mon -Thurs 7:30am-5:30pm, Fri 7:30am-11:30am

P) 972-636-2250, option 3 F) 972-635-2319

Email: utilities@roysecity.com

EMERGENCY after hours (water/sewer): 214-794-2888

Zaner Robinson Historical Museum: 124 S Arch Street

- Seasonal Hours-

P) 972-635-7438 Email: museum@roysecity.com

Additional Numbers:

Electric:

- Go to www.powertochoose.org for different rates/electric companies for open area providers.
- FEC Electric – Clearview Ranch, Deberry, Ridge Park, Twin Pines, Union Square, Vista Oaks, Parts of Verandah, Waterscape, and Woodland Creek, sub-division only.
-Service: 903-455-8125 -Power Outages and Street Lights outage: 903-455-1715
- ONCOR Service Area: Power outages and Street Light outage 888-313-4747.

Telephone:

- Numerous Contacts- Consult Yellow Pages Directory.

Gas Services:

- Atmos Energy- (888) 286-6700
Emergency Contact- (866) 322-8667—If you suspect a natural gas leak indoors or outdoors, leave the area immediately. Call 9-1-1 and the Atmos emergency number.
- SiEnergy- (888) 468-7007 (Valor Farms sub-division only.)

Underground Utilities:

- Dig test- (800) 344-8377

Cable and Satellite:

- <https://www.cabletv.com/tx/royse-city>
- <https://www.tvprovidersguide.com>

Water/ Weather:

- Info on watering your lawn: www.watermyyard.org
- For immediate weather alerts sign up on NIXLE at www.nixle.com

Internet:

- <https://highspeedinternet.com/tx/royse-city>

Sanitation Services:

- Contact City Hall, Utility Dept. (972) 636-2250 select option 3. Email: utilities@roysecity.com.

County Numbers:

- Rockwall County (972) 204-7000—101 E Rusk Street, Rockwall 75087
- Collin County (972) 548-4675—2300 Bloomdale Road Street STE 4192, McKinney 75071
- Hunt County (903) 408-4100—2507 Lee Street, Greenville 75401

Vehicle Registration— (open to all counties):

- Rockwall County (972) 204-6130—101 E Rusk Street, Rockwall 75087
- Collin County (972) 547-4100—2300 Bloomdale STE 2302, McKinney 75071
- Hunt County (903) 408-4000—2500 Stonewall Street STE 101, Greenville 75403

TX Department of Public Safety:

- Rockwall County (214) 861-2444—915 Whitmore STE C, Rockwall 75087
- Collin County (214) 733-5350—400 Powerhouse Street, McKinney 75071
- Hunt County (903) 453-6916—2801 Stuart Street Room 408, Greenville 75401

Electronic Recycling:

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

Recycling Center:

- Rockwall Recycling Center 945-333-6069
9104 State Highway 276, Royse City, Texas 75189

Landfill:

The City of Royse City does not have a public landfill.

To dispose of bulk items that will not be collected by city services please contact one of the landfills listed below. Additional charges and fees may apply.

-C.M. Hinton Jr. Regional Landfill-
3175 Elm Grove Road
Rowlett, TX. 75089
972-205-3670
972-205-3671

-Maloy Landfill and Sanitation-
2811 FM 1568
Campbell, TX. 75422
903-886-3275
903-886-7832

Royse City ISD:

Administration Office 972-636-2413
Transportation Department 972-635-9732
810 Old Greenville Road
Royse City, TX. 75189

Harry H Herndon Elementary School 469-721-8101
300 Blackland Road
Fate, TX. 75132

Royse City High School 972-636-9991
700 S. FM 2642
Royse City, TX. 75189

Ruth Cherry Elementary School 973-636-3301
1405 Verandah BLVD.
Royse City, TX. 75189

Ouida Baley Middle School 972-636-9544
1310 Highway 66
Royse City, TX. 75189

Anita Scott Elementary School 972-636-3300
1401 Erby Campbell BLVD.
Royse City, TX. 75189

Bobby Summers Middle School 972-635-5011
2050 CD Boren Pkwy.
Fate, TX. 75087

Davis Elementary School 972-636-9549
1500 FM 1777
Royse City, TX. 75189

Miss May Vernon Elementary School 972-635-5006
100 Miss May Drive
Fate, TX. 75132

Paula Walker Elementary School 972-635-5014
1274 Crenshaw Road
Royse City, TX. 75189

W.R. Fort Elementary School 972-636-3304
2801 FM 35
Royse City, TX. 75189

Glenda Arnold ECLC (Early Childhood Learning Center)
469-721-8103
1400 FM 1777 Royse City, TX. 75189

-ENVIRONMENTAL ENFORCEMENT-

Code Enforcement Contacts

Cell: 214-236-6402 – Patrols South Side of I30

Cell: 214-385-8532 – Patrols North Side of I30

Email: codecompliance@roysecity.com

Common Code Violations to Avoid

- Tall Grass: Property owner must monitor and maintain their property and keep grass/weeds less than 12".
- Trash and Debris: Trash and/or debris is not allowed to accumulate on resident's property. Remove debris, rubbish, trash and/or items stored in the yard, driveway or on porches.
- Trash Cans: All trash cans need to be out to curb/alley by 7:00am on collection day; may be placed out the day before after 5:00pm. All trash cans must be removed by 10:00pm the day of collection.
- Illegal Dumping: Place trash in correct/approved receptacle. Do not dispose of any garbage on private or public property without permission.
- Junk Vehicles: All vehicles must be in running condition and be current on registration and state inspection.
- Parking: Vehicles are to be parked on an approved surface as stated in the city ordinance. Including motor cycles, boats, trailers etc.
- House Numbers: Numbers must be placed on the home and be at least four inches (4") in height.
- Animal Related Issues: Make sure all animals are in a contained area or on a leash. Be a responsible pet owner by having your animals vaccinated, registered and spayed/neutered.
- Signs: Remove old signs, place signs in approved location. Check to see if sign permit is required. Follow requirements for sign permit.
- Substandard Structures: Maintain property and ensure structure meets the cities minimum "Standard Building Code".
- Building Permits: Building a structure on your property needs to have plans submitted to Development Services for review and approval by the building official and/or inspector.
- Swimming Pools: All pools that are capable of holding eighteen inches (18") of water must be surrounded by a fence. Contact Development Services for fence requirements.

-ANIMAL CONTROL-

Royse City Animal Shelter

1101 N Josephine

Adoption related question: 214-796-1445

Phone: 972-524-4709

Email: animalcontrol@roysecity.com

Facebook: www.facebook.com/RoyseCityAnimalAdoptions

Mission

To enhance the lives of companion animals and support the human-animal bond through: adoption, re-unification, education and spay/neuter awareness.

The Royse City Animal Services is much more than an animal shelter. It's a place where dedicated professionals and volunteers share their commitment, passion and talents to help the animals and people of Royse City. The Royse City Animal Services operates a companion animal shelter and adoption center in Royse City and processes over 500 animals per year.

Through the help of the staff and a large group of volunteers, we provide a number of programs to enhance animal well-being and improve adoptability.

Pet Registration

The Royse City Animal Shelter wants to help you keep your pet safe. Far too many animals cannot be reunited with their owners when lost. Licensing your pet is a way to give your pet a way home if lost. City Ordinance requires yearly pet registration.

-Dog and cat licenses are due January 1st and expire December 31st.

Register or renew your license Mon-Thurs from 7:30am-5:30pm, Fri 7:30am-11:30 am at:

Animal Shelter 1101 N. Josephine Street or City Hall/Utility Office 100 W Main Street

Bring the rabies vaccination certificate (doctors signature required), current government issued ID, and proof if spayed or neutered.

Cost of Registration:

\$5.00 for sterilized

\$10.00 for unsterilized

Common Code Violations to Avoid

- **Animal at Large:** It is unlawful for any owner to allow any dog or other animal possessed, kept, or harbored, other than a cat (unless the cat has received complaints of being a nuisance or hazard to the health, welfare and animal population), to run at large.
- **Maximum Number of Pets:** A total **combined** of (3) pets allowed within city limits.
- **Noise Violation:** The keeping of any animal which, by causing frequent, excessive or long-continued barking, whining, crying, meowing, howling, or noise, disturbs any person of ordinary sensibilities in the vicinity is prohibited.
- **Animal Waste:** It is unlawful and considered a public nuisance for any person to allow any pen, enclosure, yard or similar place used for the keeping of animals to become unsanitary, offensive by reason of odor, or disagreeable to persons of ordinary sensibilities residing in the vicinity thereof because of flies or other insects. Any condition injurious to public health caused by improper waste disposal will be considered a violation. The owner of every animal shall be responsible for the removal of any excreta deposited by his/her animal on public walks, recreation areas or private property.