



WELCOME TO THE CITY OF ROUND ROCK

Welcome to Round Rock, one of the fastest growing and best managed cities in Texas. The city has maintained high quality of life while becoming a major center for economic development in Central Texas. Round Rock is known for its award-winning master plan, park system and school district as well as for having some of the lowest crime, property tax and utility rates in Texas.

Area highlights

Round Rock is a fast growing community with new businesses and attractions opening regularly. The **Dell Diamond** is home to the Round Rock Express minor league baseball team. **IKEA**, **Round Rock Premium Outlets** and **La Frontera** provide just a few of the shopping opportunities in the area. The **Round Rock Higher Education Center** offers degree programs and continuing education from Texas State University, Austin Community College and Temple College. The Sam Bass Community Theater and the Palm House Museum offer a chance to sample local culture.

Major employers include Dell, Farmers Insurance Group and Cypress Semiconductor. Round Rock's combined property tax and utility rates are the lowest in the region. It has an award-winning park system, school district and in 2006 it was the 13th Safest City in the United States.

City offices

- City Hall – 221 E. Main Street
- Round Rock Public Library – 216 E. Main Street
- Round Rock Parks and Recreation Department – 301 W. Bagdad St. Ste 250
- Police Department – 2701 N. Mays

Useful City phone numbers

- Animal Control – 218-5500
- City Hall – 218-5400
- Garbage Service – 255-4980
- Library – 218-7000
- Municipal Court – 218-5480
- Police – 218-5500 (non-emergency)
- Utility connect/disconnect – 218-5460

roundrocktexas.gov: Always On

To get more information about the City and its services, visit our web site at *roundrocktexas.gov*.
On the site, you can:

- Pay your utility bill
- Register for Parks and Recreation programs
- Watch City Council meetings
- Request an appointment with the Mayor
- Report problems such as potholes, weedy lots and streetlight outages
- Browse current job openings
- Subscribe to Round Rock News, the city's e-mail newsletter
- Check the event calendar for what's happening in the community
- Access your library account
- And much more ...

UTILITY FEES AND GARBAGE PICK UP

The Utility Billing Department staff welcomes the opportunity to serve you. We are please that you have chosen to make your home in Round Rock.

All residential customers pay a base fee each month plus a standard rate for each 1,000 gallons of water used.

Service Fees		
Connection Fee	\$25	
	Water	Sewer
*Monthly Base Charge:	\$13.84	\$12.63
Volume Charge per 1,000 gallons May through October over 18,000 gallons	\$2.35 \$2.94	\$3.23
Garbage Monthly Service Charge	\$17.60	
Sales Tax	\$1.45	
<i>*These Base Rates and volume charges do not apply to oversize meters.</i>		

Sewer Averaging: Each March, your water bill will reflect a new sewer average based on your own water usage. The computer tracks the water used during a three (3) month period, beginning with your November meter reading and ending with your February meter reading and calculates your own sewer average.

The maximum monthly charge for waste water service is based upon actual water consumption, or on the sewer average, whichever is lower.

Garbage Pick up days

- For your neighborhood's pick up days, visit roundrocktexas.gov/recycle.
- Or call Utility Billing at 512-218-5460

Garbage pick up begins at **7 a.m.** You may use the 95gal trash can provided or a standard size can. **Call Round Rock Refuse at 255-4980** for questions about this service.

Round Rock Refuse provides curbside recycling included in your water bill at no additional fee. Recycle pick-up is every other week on the same day as your garbage pick-up.

Friendly Rock Program

Round Rock utility billing customers can help those in need of financial assistance pay for essential utility services by contributing to the Friendly Rock Program. See details and a contribution form in this packet.

UTILITY PAYMENT METHODS

Payment due dates

Utility customers have sixteen (16) days from the date the bill is mailed to pay the balance due on their account without penalty. Due dates falling on a weekend or holiday will be extended to the next business day.

Payments not received by the due date are subject to a **late fee**. Late fees are assessed on the day after the due date in the amount of 10 percent of the past due balance or \$2.50, whichever is greater. **Disconnection** of service occurs on the fourteenth day (14) of non-payment of a past due account. The amount past due plus a service fee of \$50 must be paid in order to restore service during normal business hours.

Payment methods

We encourage our customers to use the most convenient, cost effective method for making payments to the City. In most cases, this would likely be done electronically. There are many on-line payment providers as well as financial institutions that offer these quick, convenient services. Many banks even offer these services free of charge. Please check with your preferred provider for additional information.

If you choose to use one of the City electronic services, the direct debit program is free of charge and requires minimal monthly time for the customer. The City's on-line and automated phone system requires a \$1.50 convenience fee for each transaction.

The City of Round Rock Utility Billing offers the following payment options:

- **24 Hour depository** located at 2000 North Mays in the parking lot by white flag.
- **24 Hour depository** located at City Hall at the drive through.
- **Walk-in** to the Utility Billing lobby at 2000 North Mays Suite 105
- **Mail** to 221 East Main, Round Rock, Texas 78664
- **Direct debit** is free; your bank account will be electronically debited each month on the due date.
- **Online** at roundroctexas.gov for \$1.50 convenience fee
- **Pay by phone** # 1-855-894-2392 for \$1.50 convenience fee

Call **218-5460** from 8 a.m. to 5 p.m. Monday through Friday for assistance with connection and disconnection of service and billing questions. We are happy to answer any questions you may have.



AUTHORIZATION AGREEMENT FOR DIRECT DEBIT

City of Round Rock/221 EAST MAIN STREET/ROUND ROCK, TEXAS 78664
 PH# 512-218-5460 FAX# 512-218-5463

I (we) authorize the City of Round Rock to initiate debit entries to my (our) account with the depository named below. If the City of Round Rock erroneously debited funds from my (our) account I (we) authorize the City of Round Rock to initiate the necessary credit entries not to exceed the total of the original amount debited for the entry in question.

BANK NAME (FINANCIAL INSTITUTION)	<input type="checkbox"/>	BANK	<input type="checkbox"/>	SAVINGS AND LOAN	CITY	STATE	ZIP
	<input type="checkbox"/>	CREDIT UNION	<input type="checkbox"/>	OTHER			
TRANSIT/ABA NUMBER/ROUTING NUMBER	<input type="checkbox"/>	CHECKING ACCOUNT	<input type="checkbox"/>	SAVINGS ACCOUNT	BANK ACCOUNT NUMBER		

This authorization will remain in effect until the City of Round Rock has received written notification from me (or either of us) at the address listed above. Such notification of termination shall be made by me (or us) in such time and manner to allow the City of Round Rock to act on it within a reasonable time. The City of Round Rock reserves the right to terminate this authorization upon thirty (30) days written notice to the person(s) listed below.

I (or either of us) have the right to stop payment of a debit entry by notification to my Depository three (3) business days before my account is charged. After my account has been charged, I have the right to have the amount of an erroneous debit immediately credited to my account by my depository, provided I (we) send written notice of such debit entry in error to my Depository within fifteen (15) days following the issuance of the account statement or sixty (60) days after posting whichever occurs first.

NAME(S)	UTILITY ACCOUNT NUMBER
ADDRESS	CITY STATE ZIP CODE TELEPHONE
SIGNATURE	DATE

PLEASE have your depository institution verify their Electronic Funds Transfer (EFT) transit/routing number as it may differ from the number on your checks/deposit slips.

FOR WATER BILLING DEPARTMENT USE ONLY

Entered date _____ Entered by _____

Terminated date _____ Verified by _____

Entered by _____

Verified by _____

DIRECT DEBIT PROGRAM POLICIES & INFORMATION

GENERAL INFORMATION

If you would like to set up automatic payments from your checking or savings account for your City of Round Rock Utility Bill, simply complete and return the "Authorization Agreement for Direct Debit". Please continue to mail your payment as usual until you see "PAID BY DRAFT" on your bill. Failure to do so could result in late fees. Drafts will collect full balances due (past due and current), excluding returned item fees, on the "Due Date" listed on the bill. If you have any questions regarding your bill, please contact the City of Round Rock Utility Department prior to your "Due Date" to resolve any problems.

ELIGIBILITY

Established customers – A customer may not have had more than one (1) NSF check in the prior twelve (12) months and must have a current status (not past due) in order to be eligible for the program.

New customers – New customers with no prior history with the City of Round Rock's Utility Department are also eligible.

Upon receipt of a customer's signed authorization agreement, the City of Round Rock must have sufficient time to verify eligibility and process the authorization to determine an eligibility date (start date). If you have a question regarding your eligibility date, please contact the City of Round Rock Utility office.

Customers who are deemed ineligible will be notified by the City of Round Rock's Utility Department.

NSF POLICY

A customer will automatically be terminated from the program after two (2) Insufficient Funds (NSF) returned items. The customer will also become ineligible for the program for the next twelve (12) months.

A fee of \$25.00 will be assessed on ALL payments returned to the City. Payment items returned for any reason (NSF, closed account, etc.) will be paid for by money order or cash. Any items returned due to invalid EFT transit/routing numbers or invalid bank account numbers will also be assessed late penalties. The City of Round Rock has a policy of "prenoting" all new bank information to help eliminate invalid numbers. However, it is the responsibility of the customer to verify this information with his/her financial institution prior to sending in the authorization agreement.

TERMINATIONS/CHANGES

Terminations and/or changes MUST be made in writing to the City of Round Rock Utility Department. The City must have sufficient time to process the termination or change. The customer is solely responsible for notifying the City of any changes in sufficient time to prevent returned items and/or late fees.

Any changes to EFT transit/routing numbers or bank account numbers will result in a new eligibility date and the new bank information being "prenoted". Payment will need to be made by check on the first billing after the new eligibility date is processed.

FRIENDLY ROCK CONTRIBUTION FORM



Your gift can help others.

By making either a one-time or monthly contributions, you can join in supporting the Friendly Rock Program. You can help those in need of financial assistance pay for essential water utility services.

The program, designed to supplement government and community programs in helping meet temporary utility emergencies, is administered by a charitable organization right in your community.

Here's how you can make your tax deductible contribution: Simply authorize the City of Round Rock to add \$1.00 or more to your utility bill payment each month, or make a one-time contribution by including a separate check made payable to Friendly Rock, City of Round Rock. **Complete the Friendly Rock contribution form and return it with your utility bill payment.**

Your contribution may be tax deductible. I authorize City of Round Rock to include

\$1.00 \$3.00 \$5.00 or \$_____ on my utility bill each month to support Friendly Rock

I understand that this will become effective with my next utility bill and will remain in effect until I notify the City of Round Rock to change the authorization. I also understand that the amount I pay for Friendly Rock will not be subject to local taxes or other charges. Or enclosed is my single contribution of \$_____

Name on your utility bill (please print)

_____ Account # _____

Address _____ Zip Code _____

Signature _____ Date _____

CONFIDENTIALITY FORM

Currently, most information held by publicly-owned utilities is public information.

**YOU CAN REQUEST THAT PERSONAL INFORMATION CONTAINED
IN OUR UTILITY RECORDS NOT BE RELEASED TO UNAUTHORIZED PERSONS**

The Texas legislature enacted a bill allowing publicly-owned utilities to give their customers the option of making the customer's address, telephone number and social security number confidential.

HOW CAN YOU REQUEST THIS?

Simply complete the form at the bottom of this page and return it to the City of Round Rock Utility Office in the City Hall Building located at 221 E. Main St. or mail to: *City of Round Rock Utility Office, 221 E. Main St. Round Rock, Texas 78664*. If you need more information, please call our office at 512-218-5460.

WE MUST STILL PROVIDE THIS INFORMATION UNDER LAW TO CERTAIN PERSONS.

We must still provide this information to: (1) an official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

YES, I want you to make my information (address, telephone number and social security number) confidential.

Account # _____

Name _____ Co-Applicant Name _____
Please Print

Street Address _____ E-mail Address _____

Social Security #1 _____ Social Security #2 _____

Driver's License #1 _____ Driver's License #2 _____

Hm Phone # _____ Cell # _____ Work# _____

Signature(s)x _____ x _____ Date _____

Must be signed to insure confidentiality

There is NO charge for this service.



City of Round Rock UTILITY BILLING CUSTOMER SURVEY

We want to provide our customers with the best customer service available. Comments from you will help us reach that goal. Please take a few moments to fill out this survey and send it back to us. You can reach us by phone at 218-5460 or fax at 218-5463. **Thank you.**

Was the customer service representative courteous and helpful?	Yes	No
Were you given information regarding your welcome package?	Yes	No
Did we respond professionally to your questions?	Yes	No

How do you rate the overall experience with the Utility Billing Office?
1 (poor) 2 (avg.) 3 (good) 4 (excellent)

Comments:

May we contact you about this survey? Yes No

If Yes: Name _____
Add _____
Phone _____

I Mendoza
City of Round Rock
221 East Main
Round Rock, TX 78664
512-218-5460
imendoza@round-rock.tx.us