



CITY OF EAGLE LAKE

P.O. Box 38
Eagle Lake, Texas 77434
www.coeltx.net

(979) 234-2640
Fax (979) 234-3255

NEW UTILITY POLICY EFFECTIVE 2-13-2024

LATE FEE (AFTER 16TH OF THE MONTH)	\$ 8.00
DISCONNECT/RECONNECT FEE (EFFECTIVE 9:30 A.M. ON DISCONNECT DAY)	\$ 45.00
FEE FOR CUT/REMOVED LOCK FROM METER	\$ 500.00
THEFT OF SERVICE AND/OR TAMPERING W/UTILITY EQUIPMENT	\$ 500.00

UTILITY DISCONNECT

POLICY

It is the customer's responsibility to pay their bill in full each and every month. When payment is not made by the due date an \$8.00 late fee will be assessed. If payment is not made by about the 22nd day of the month, a disconnect order will be issued, and a \$45.00 disconnect / reconnect fee will be assessed. Services will be terminated until the amount of the bill, plus the \$8.00 late fee and the \$45.00 reconnect fee have been paid in full. The actual day for disconnects will vary due to the way the days fall within the week. Disconnect day will never be on the last working day of the week.

PROCEDURE

All utility bills are mailed out by DataProse at the end of each month. Utility customers should receive their bills by the fifth day of each month depending on the postal service. Bills are due and payable upon receipt, and become past due on the 17th day of the month. The Utility Disconnect Date will be listed on the utility bill; no other notices will be mailed. After a few days (minimum of four days) services will be disconnected for all remaining delinquent accounts. On disconnect day, the Utility Department shall run a list of delinquent accounts and shall turn the list over to the Public Works Department by 9:30 a.m. All delinquent accounts on the list, as of 9:30 a.m. that day, shall be assessed the disconnect/reconnect fee, whether or not the service has actually been physically disconnected by a City employee. A City employee disconnecting the water service for non-payment will first document the meter reading, then turn off the water at the curb stop valve and place a locking device on the valve. A fee of \$500.00 will be assessed if the locking device is removed or tampered with, or if the curb stop valve is turned on by an unauthorized person not employed by the City of Eagle Lake. A \$500.00 fee will be assessed for any unauthorized water or sewer connections or for tampering with any water or sewer connection, pipe, mechanical or electrical device, water meter, or water meter lock. Reconnection will be made only after the account is paid in full, which includes all fees assessed. All payments must be made at the business office during normal working hours. Reconnects will be made as soon as possible after payment is received. If payment is made during the timeframe that city personnel are disconnecting the delinquent accounts, reconnects will be made after the turn off procedure

is complete. No payments will be taken nor reconnections made after the close of the business day, on weekends or on holidays.

EMERGENCY CUT-OFF VALVE AND STREET ADDRESS REQUIRED

City ordinance requires every customer to have an emergency cut-off valve on their side of the meter. Water service will not be connected for any customers unless the valve is in place and working as required. Street address numbering is required on all residential and commercial buildings and will be required before all connects.

SPECIAL CONSIDERATION

FIRST TIME ON LIST. Staff will make every effort to extend a courtesy to customers who are on the disconnect list for the first time. A notice will be left before an order to disconnect is issued.

SPECIAL MEDICAL CONDITION. When a person, or any member of the household, has a serious or disabling medical problem that creates the need for special conditions, the City of Eagle Lake will work with them, and make every effort to insure that there is no interruption of utility services. It is the customer's responsibility to notify the City that the medical problem exists and provide the city with a doctor's statement along with the name, address and phone number of a friend or relative that can be contacted about the account if the customer is not available. Should the account appear on the disconnect list, staff will call the customer or contact person to resolve the problem. Staff will work with the customer to make payment arrangements and avoid a disconnection of services. Disconnects involving special consideration will only be made after every effort has been made by staff to resolve the problem without success.

SOLID WASTE SERVICE

Garbage service is provided for the City of Eagle Lake customers by GFL Environmental. At the time of a customer's connection / disconnection, city personnel will notify GFL of the status of your account. When service is connected, each household will receive two 96-gallon blue roll-out carts. You can put household trash, limbs, grass, debris into both carts. Residential collection days are on Wednesdays.

If you have bulky items such as a dresser, chair, mattresses, sofa, etc. that will not fit in a cart, you can put these items out by your blue carts so GFL can pick these items up with a grapple truck, once each week on Thursday. The grapple truck has an arm that an operator can grab and pick up the bulky items. You can also pile your limbs on a pile beside the street not under a tree or power line, so the grapple truck can pick them up safely.

Also, place the carts facing the street so the truck can use its automatic arm to clamp around the cart and dump it into the truck, leaving some space between the carts allows for the operation to move along faster.

GFL bills and collects payments, for all Commercial Customers. Please contact GFL, Marjorie West (832) 456-1405 or mwest@gflenv.com.

CITY HALL OFFICE HOURS

Monday – Friday
8:00 a.m. – 5:00 p.m.

NIGHT DEPOSIT BOX LOCATIONS

- 1) Left side of door to City Hall Office
- 2) Nieto St.—Near the U. S. Post Office Mailbox



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CUSTOMER INFORMATION

STREET ADDRESS NUMBERING

Street address numbering is required on all residential and commercial buildings. The numbers need to be clearly visible and sufficient in size to be easily read from the street.

Before doing any type of utility connections, we will require that address numbers be on the home or commercial building. This is for our resident's safety and protection.

PAYMENT OF UTILITY BILLS

Utility bills are mailed out the last working day of each month. Payment is due on or before the 16th day of the month. Payments made after this day are subject to an \$8.00 late fee. Payments deposited into the night deposit box before 8:00 a.m. on the 17th are not subject to the late fee. Our online utility billing application gives you access to your account 24 hours a day, 365 days a year. It's a convenient way to pay your bills on your own time-with no waiting. Visit us at <https://www.municipalonlinepayments.com/eaglelaketx>

PRIVATE CUT-OFF VALVES

All water customers are required to have a private cut-off valve near their side of the City's water meter. This is, in case of an emergency or the need to stop water flow into the home, the customer is able to turn the valve off. This is for your protection, as you could turn the water off much quicker than we can get an employee to your home, especially if it is after normal working hours. Customers are not allowed to enter the City's water meter box or to turn the meter off. This is City property, and is quite expensive if damaged.

If the City is called out by a customer to turn off the meter (and the customer has a valve or does not know where it is), a \$40.00 service charge will be added to the next utility bill. If you are installing a private cut-off valve, the City will turn the water meter off and on at no charge during regular working hours.

When a utility account is being turned on for any reason (such as transfer to another location, new account, or disconnection due to non-payment), we require to see an operable private cut-off valve before we will connect the water. If you have any questions, please contact City Hall.

RESIDENTIAL SEWER AVERAGING

Annual residential sewer rates are determined by water consumption from **December 16th through March 15th**. We encourage all citizens to limit water usage (like watering grass or washing cars) during this time in order to limit your sewer charge. Residential sewer rates change every April and the rate stays the same until the next April. If you experienced a water leak during this period, contact City Hall for details regarding a sewer rate adjustment.

An additional water meter can be added to your water service if you want to separate outside water use from your home use, to help reduce your sewer rate. Please call City Hall and we can provide additional details.

SERVICE CALL FOR SEWER PROBLEMS

Customers are responsible for sewer problems/blockages on their private sewer line. Customers are asked to check their private lines before calling the City regarding sewer problems. If the City determines the problem is on the customer's private line, and the customer has made no effort to determine the source of the problem, a \$40.00 service call will be charged.

PERMITS – BUILDING, ELECTRICAL, WATER, SEWER, GAS, MANUFACTURED HOMES, AND MECHANICAL

Permits are required on construction, electrical and plumbing work. Permits are always required when any type of manufactured home is being moved into the City of Eagle Lake, or in a change of ownership. This is required by State of Texas regulations and/or City ordinance, and we are required to enforce them. Please contact City Hall before you begin any type of work. Fines may be assessed for non-compliance.

JUNKED MOTOR VEHICLES

Junked motor vehicles are not allowed in the City of Eagle Lake. They are an eyesore, and sometimes, a health and safety hazard. You may contact the Police Department or City Hall to determine if a vehicle that you or a neighbor owns is in violation.

ANIMAL ORDINANCE

The City of Eagle Lake has an Animal Ordinance in order to protect the health, safety and welfare of our citizens. Dogs are not allowed to run at large, and a fence is required unless dogs are secured in an acceptable manner. City ordinance requires all dogs to be registered. Please contact City Hall if you have questions.

SUMMARY

The City of Eagle Lake has many policies and ordinances, and we hope they make Eagle Lake a better place to live. If you have any questions, please contact us at 979-234-2640, or e-mail citysecretary@coeltx.net. All of our employees are here to serve the citizens of Eagle Lake.