

## City of Saginaw Service Information

New water accounts require the presentation of ALL of the following documents:

- Valid picture ID
- Valid lease agreement or settlement statement
- Payment in advance of \$110.00

Application to open a water account can be made at the Saginaw City Hall, 333 West McLeroy Blvd or by email. Water service, sewer service and garbage pickup are provided through the City. **Trash days are Mondays and Thursdays (trash cans are not provided). Recycling bins are provided by the City.** A payment in advance of \$110.00 is required. (A service fee of \$10.00 is charged and the remaining \$100.00 will be applied against a final bill.) **NOTE: We are unable to start water services on weekends or holidays**

The City of Saginaw uses a winter average calculation to determine each customer's monthly sewer charge. The water usage for the months of November, December, and January are added together. The sum is then divided by three, which gives you the winter average. A new resident is charged based on the average of 8,000 gallons until they have had water service through the three months used to calculate the winter average. This calculation method and average are both set by City Ordinance as adopted by the City Council.

Water bills are due by the 15th or 30th of the month, depending on the billing cycle. If the due date falls on a Saturday, Sunday, or a legal state or national holiday, the due date is extended to the next regular business day. Water accounts that are not paid in full by the due date will be charged a \$5.00 late charge. To make arrangements for late payments, **contact the Utility Billing Department at 817- 232-4640 or email at [ubilling@ci.saginaw.tx.us](mailto:ubilling@ci.saginaw.tx.us).**

There is a transfer fee of \$10.00 on accounts transferring from one location to another within the City. There is a charge of \$25.00 on all returned checks. There is also a tampering fee of \$100.00 plus repair costs charged for unlawfully connecting to or tampering with any water service within the City of Saginaw water system. Accounts not paid in full (15 days past the due date) will be scheduled for disconnection and a fee of \$25.00 will be added to the account to reconnect the water. For accounts that are disconnected, if the past due is paid between 8:00 a.m. and 4:30 p.m. on a week day, the service will be reconnected on that day.

Accounts not paid in full (15 days past the due date) will be scheduled for disconnection and a fee of \$25.00 will be added to the account to reconnect the water. For accounts that are disconnected, if the past due is paid between 7:30 a.m. and 5:00 p.m. on a week day, the service will be reconnected on that day. Accounts with past due balances paid after 5:00 p.m. or on weekends in the drop box at City Hall will have service reconnected by 5:00 on the next regular business day. If a resident turns the water back on, there will be an additional tampering fee of \$100.00 plus repair cost for any damage caused to the service. If you pay on-line after your water has been cut off, you will need to call City Hall at 817-232-4640 by 4:30 p.m., so the water can be turned back on the same day.

### **WATER RESTRICTIONS:**

- **Wednesday & Saturday---Residential addresses ending in 0,2,4,6 8**
- **Thursday & Sunday—Residential addresses ending in 1,5,7,9**
- **(No watering 10:00 a.m. to 6:00 p.m.)**