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CEDAR PARK
UTILITY BILLING

City of Cedar Park Utility Billing
450 Cypress Creek Rd, BLDG. 2
Cedar Park, TX. 78613

Phone (512) 401-5300
Fax (512) 401-5301
Email ub@cedarparktexas.gov

RESIDENTIAL SERVICE APPLICATION

Service Address:	**Connection Date:** Service Connection only Monday – Friday. 24 HR notice is required. No service on Holidays
Applicant Name: *ID required*	**Co-Applicant Name:** *ID required*
Driver's License #:	**Driver's License #:**
Date of Birth:	**Date of Birth:**
Social Security #: (Last 4 Digits Only)	**Social Security #:** (Last 4 Digits Only)
Phone #:	**Phone #:**
Email:	**Email:**
Mailing Address: (If different than Service Address)	
Billing Preference: Paper Statements	

Account Holder

☐ Owner ☐ Renter

If you are the owner of this property, with the intention to **rent** out the house, would you like this account to be established as a **Landlord** account? *Please note that you will need to contact Utility Billing to setup deposit at (512) 401-5300* ☐ YES

Landlord accounts will have no interruption of service between tenants, and will have the deposit placed on hold. (***Not eligible for waived deposit***).

Any Landlord accounts that are **90 days** past due, will have the deposit credited to the account and the account closed.

A resident may request that their account information be kept confidential. Please select one:

☐ YES – Request for Confidentiality ☐ NO – Do NOT Request Confidentiality

Under the Texas Utilities Code, Section 182.001 through 182.005, persons 60 or older utility accounts' will not receive a 10% penalty until the bill is past due by 25 days. Are you or any person authorized on this account 60 years or older?

☐ YES – Please provide verification of age status ☐ NO

☐ I understand that a **$100.00 Deposit** will be charged on the first month's bill for new Residential Accounts. Account deposits can be waived with a Letter of Credit of a former utility company. It must be for the past 12 months and no more than 1 late payment.

☐ I understand that government issued **PHOTO IDENTIFICATION** is required for connection. A scanned copy or picture is fine.

☐ I understand that with my submission all applicants are each responsible for payment of the account.

Applicant Signature: **X**_____

Co-Applicant Signature: **X**_____

The City of Cedar Park water utility strongly suggests that you close the private customer gate valve prior to the City arriving to restore service to this address. The City will not be responsible for damages to the property or inside the home due to any water leak or open lines upon or after the City restores service.

For Office Use Only

Customer Service Rep:	Green / Yellow Even / Odd	
Solid Waste Collection: CTR ☐ YES ☐ NO	Contacted Customer: ☐	Date:
Account Number:	Billing Cycle:	Billed Deposit: ☐ YES

Utility Information
For New Customers
Phone: 512-401-5300
Hours: Monday-Friday 8 AM to 5 PM

Changes to Accounts:
Any changes a customer's account must be made in writing to the Utility Department. They can be sent in via Fax, Email, Mail, or delivered in person at our office. Our fax number is (512)401-5301 and our email address is ub@cedarparktexas.gov.

Payments:
There are several options for paying your bill.

1) At our Office Monday through Friday from 8 a.m. till 5 p.m. We are located at 450 Cypress Creek Rd, Bldg. #2. We accept Cash, Checks, Money Orders, and Credit Cards (Visa or MasterCard only).
2) At our Night Drop Box in our parking lot, across from Building 4 Payments dropped here will be posted the next business morning.
3) By Mail and it will be credited on the day that we receive it.
4) By Phone at 512-401-5300 with either a Visa or MasterCard. A $2.00 Credit Card processing fee will be charged for all payments of $25.00 or more.
5) Thru our Website (https://www.municipalonlinepayments.com/cedarparktx) with either a Visa or MasterCard. There is no processing fee and it is credited immediately to your account.
6) Direct draft from a checking or savings account or Visa or MasterCard for no processing fee. Please use the following link to connect you to the documents page. Then click on Automatic Debit Authorization form. Once completed, please send to the address at the top of the form. (Click here for documents)
7) You can also pay thru your Bank's Bill pay.

Billing Cycles:
There are 4 billing cycles in the city:

1. Cycle One - Mailed on the 17th and due by the 2nd.
2. Cycle Two - Mailed on the 24th and due on the 9th.
3. Cycle Three-Mailed on the 1st and due on the 16th.
4. Cycle Four - Mailed on the 8th and due by the 23rd.

Residents cannot change their billing cycles as they are determined by your geographic location. Bills are mailed once per month and are due before 5 pm on the due date. Late payments are subject to a 10% penalty fee. Late cut-off notices are mailed the day following the due dates of all accounts owing a balance. The notice will include a final due date. If payment is not received by this deadline, service will be suspended. A $50 disconnect fee plus the balance owed must be paid before the service is restored. It is a state felony to turn disconnected water back on before payment of all fees and charges.

Deposits:

Residential accounts require a deposit of $100 that will be assessed on to the customer's first billing statement. The deposit can be waived with an acceptable letter of credit from another Utility Company (Gas, Electric, or Water). The letter of credit can have no more than 1 late payment, no disconnects for non-payment, no returned items, and be for the last 12 consecutive months.

Refund Policy:

After a year of good service, customers in good standing with no more than 1 late payment, no disconnects, and no returned items will receive a statement credit of their deposit. Otherwise, upon termination of your water service, the deposit on the account is applied to your final bill and any remaining credit will be sent back to you in the form of a check.

Garbage/Recycling:

Weekly garbage and every other week recycling service will be provided by Cedar Park Disposal for residents inside the city limits and billed on your water bill. Extra garbage cans are available for an additional monthly charge. The weekly trash and recycling schedule is available on our website. Questions or concerns regarding these services should be directed to the city at (512) 401-5678.

Residential Rates:

Water:

Tiered Water Rate Structure

Base Rate $17.77 includes the first 2,000 gallons of usage

Tier 1 $3.63 per 1,000 gallons of usage from 2,001 – 10,000 gallons

Tier 2 $4.36 per 1,000 gallons of usage from 10,001 – 15,000 gallons

Tier 3 $5.23 per 1,000 gallons of usage over 15,000 gallons

Sewer:

Sewer rates are based on the average water readings for December, January, and February on your account. The average is calculated at this time of year because there is less outdoor water usage. Your new sewer rate will appear on your April bill and will remain the same until April of the following year. The minimum charge for a 2,000 gallon winter average is $21.70. Each additional 1,000 gallons is $3.99. New residents with no usage in the winter will have their wastewater based on the current citywide winter average or their actual water usage whichever is less, until a winter average has been calculated.

RESIDENTIAL SOLID WASTE SERVICES FOR CEDAR PARK RESIDENTS

RATE: The total monthly rate is $19.43 (which includes a 95 gallon trash cart and a 95 gallon recycling cart) and is included on your monthly water bill. Only 95 gallon carts are available.

ADDITIONAL CARTS: Cost for an additional 95 gallon cart is $5.50 per month. To order call Utility Billing at (512) 401-5300.

BAG LIMITS: Cedar Park Disposal will collect up to 7 additional bags or bulky item combination along with their garbage cart each week.

YOUR COLLECTION SCHEDULE: **GARBAGE COLLECTION –WEEKLY** **RECYCLING COLLECTION – EVERY OTHER WEEK** **MONDAY**: Riviera Springs, Cypress Mill, Cypress Creek, Cypress Bend, Buttercup Creek West of Lakeline, Kent Street, Bell Blvd. from Monaco Dr. north to Cypress Creek Rd., Twin Creeks, Kent St **TUESDAY**: Buttercup Creek East of Lakeline, Cypress Canyon, Oakmont Forest-south of W. Park St., Both sides of West Park Street, Red Oaks, Shady Trails, Ranch at Deer Creek	**WEDNESDAY**: Quest Village, Quarry Oaks, Park Place, Forest Oaks, West Park Oaks-north of W. Park Dr. to Whitestone Blvd., Bell Blvd. from Cypress Creek Rd.-north to Whitestone Blvd., Cedar Park Ranchettes Units 2, 3 & 4, Silver Oaks **THURSDAY**: Carriage Hills, Gann Ranch, Heritage Park, Whitestone Oaks at Anderson Mill, High Meadows, Silverstone, Deerfield Park, Cotton Pickin Lane, Cedar Park Square, Bagdad Rd., Coventry Crossing, W Whitestone (North side) **FRIDAY**: Cedar Park Ranchettes Units 5, 5A, 6 & 6A, Bell Blvd.-north of Whitestone Blvd., E Whitestone Blvd., Lime Creek Rd., Town Center, Silverado West, Ranch at Brushy Creek, Creekview, Walsh Trails, Caballo Ranch, Preserve at Brushy Creek, Reserve at Brushy Creek.

SERVICES –

BASIC SERVICES: Garbage is collected once per week and recycling every other week. (Recycling is not mandatory.)

Garbage carts and recycle carts must be placed curbside NO LATER THAN 7AM. The garbage cart needs to be placed within two feet of the edge of the street or at the curb with the handle toward the curb.

Service days are Monday – Friday, except for the Holiday Schedule affecting New Year's Day, Thanksgiving Day and Christmas Day. The slide schedule would move your pickup to the next day. (Example: During Thanksgiving week, Thursday collection will occur on Friday, and Friday pick up would occur on Saturday.)

BULK ITEMS: Put these out on your normal service day (7 item limits applies).

ACCEPTABLE ITEMS: Large items such as washers, dryers, stoves, mattresses, refrigerant-free refrigerators (door removed), freezers and air conditioners tagged by a licensed refrigerant technician (tag certifies that refrigerant has been removed). Tree, shrub and brush trimmings securely tied together forming an easily handled package not exceeding four feet in length, no more than four inches in diameter, and 50 lbs. in weight.

UNACCEPTABLE ITEMS: Household hazardous waste, tires, dirt, rocks, concrete, batteries, roofing shingles, ammunitions, explosives, compressed gasses and propane tanks cannot be collected. Any construction debris - may be hauled away in a special container leased from CTR. Call CTR at 512-243-2833 for more information.

ABSOLUTELY NO HAZARDOUS MATERIALS OF ANY KIND CAN BE ACCEPTED FOR PICK UP

SPECIAL SERVICES: Additional bulky waste collection and disposal per Residential Customer request per visit at an additional cost. Call CPD at 243-2833 to schedule a special collection or receive price quotes for special tree or brush collection.

DISABLED SERVICES: Available with documentation from your doctor and if there is no one living at the residence able to help. Please contact the Cedar Park Utility Billing Department (512) 401-5300 for assistance.

RECYCLING SERVICES:

NEWSPAPERS/MAGAZINES/PAPERBOARD: Most paper that is not contaminated with food residue may be recycled. Such as newspaper, magazines, office paper, junk mail, and paperboard (cereal boxes, shoe boxes, gift boxes, and most food packaging containers. It is not necessary to remove inserts. NO PIZZA BOXES OR WET PAPER OF ANY TYPE CAN BE RECYCLED.

PLASTICS: Any hard plastic container that is marked with # 1 thru # 7. Remove caps and rings and flatten before placing in the recycle bin. NO STYROFOAM

CANS: Please rinse and drain completely. Do not put them inside any bag, paper or plastic. AEROSOL CANS OF ANY TYPE OR SCRAP METAL CANNOT BE COLLECTED WITH RECYCLING.

CORRUGATED CARDBOARD: Please flatten and tie corrugated cardboard boxes into bundles for easy collection or if small enough place in the recycling cart. WET CARDBOARD CANNOT BE RECYCLED

GLASS: All Colors. NO DRINKING GLASSES, PYREX, OR LIGHT BULBS.

QUESTIONS & CONCERNS:

For Basic & Special Services – Please call Cedar Park Disposal at 401-5678 for missed collections, broken or missing carts, and special collection services of items that cannot be disposed of with regular garbage.

For Other calls – Please call the Cedar Park Utility Billing Department at (512) 401-5300

Website: www.cedarparktexas.gov

CEDAR PARK
UTILITY BILLING

www.cedarparktexas.gov

Welcome to the City of Cedar Park. Below is a list of numbers for the main utilities and services in our area. If you need additional assistance, please feel free to contact City Hall.

City Hall Utility	450 Cypress Creek Rd	512-401-5000 Fax 258-6083
Billing	450 Cypress Creek Rd, Bldg 2.	512-401-5300 Fax 401-5301
Municipal Court	911 Quest Parkway	512- 259-0400
Police Dept.	911 Quest Parkway City	512-259-3600 (Emergency) 911
Fire Dept. Library	Service Locations 550	512-260-5470 (Emergency) 911
Recreation Center	Discovery Blvd.	512-401-5600 Fax 259-5236
	1435 Main St	512-401-5516
Animal Control		512-260-4622

Utilities

Cable	Time Warner	512-485-5555
Electric	Pedernales Electric (PEC)	512-331-8883
Gas	Southern Union	1-800-700-2443
	TXU (Atmos Energy)	1-800-460-3030
Telephone	AT&T	1-800-464-7928
Garbage Collection	Cedar Park Disposal	512-401-5678 (Residential)
	Central Texas Refuse (Cedar Park) Al	512-243-2833 (Commercial)
	Clawson Disposal Service Allied	512-259-1709 (Commercial)
	Waste (Browning Ferris) Waste	512-247-5647 (Commercial)
	Management Disposal IESI/Mid-Tex	1-800-800-5804 or 512-272-4341
	Central Waste & Recycling	512-282-3508 (Commercial)
		512-267-9290 (Commercial)

Chamber Of Commerce	1490 E. Whitestone Blvd.	512-260-7800
Williamson County	www.wilco.org	512-943-1100 (County Switchboard)
Title Transfer & Vehicle Registration	350 Discovery Blvd. Ste 101	512-260-4290
Health Dept. (WIC)	350 Discovery Blvd. Ste 102	512-260-4240
Justice Of The Peace	350 Discovery Blvd. Ste 204	512-260-4210
County Clerk	8th & Austin, Georgetown, TX	512-943-1515
County Appraisal District	510 W. 9th St. Georgetown, TX	512-930-3787 (Property/City Taxes)
Williamson County Landfill	600 Landfill Rd, Hutto, TX	512-759-8881
Voters Registration Veterans	301 SE Inner Loop, Georgetown 701	512-943-1630 (or pick up in City Hall)
Health Care Clinic	Whitestone Dr (Next to Seton)	512- 260-1368
WilCo Animal Shelter	4885 SE Inner Loop, Georgetown	512-943-3322
Leander ISD	www.leanderisd.org	
Admin Offices	204 W. South St. Leander, TX	512-434-5000
LISD Tax Office	301 S. West St. Leander, TX	512-434-5007
US Post Office	500 E. Whitestone (FM 1431)	512-260-7585
Driver's License	TX Dept. Of Public Safety	512-335-8131
	13730 N. Research Blvd., Austin	