

UNDERSTANDING YOUR UTILITY BILL

Water	Other Fees and Services
<p>Water Base Rate - Fixed monthly charge based on meter size. Covers service availability, meter reading, and maintenance.</p> <p>Water Consumption - Charge based on gallons used, multiplied by the rate per thousand gallons.</p>	<p>State Mandatory Charges - Includes state-mandated fees from the Texas Commission of Environmental Quality for water and wastewater system inspections.</p> <p>Road Maintenance Charge – A fee that helps maintain City streets impacted by heavy service vehicles, such as trash and utility trucks.</p>
<p>Wastewater (Sewer)</p> <p>Wastewater (Sewer) Base Rate - Fixed monthly charge based on meter size and water usage.</p> <p>Wastewater Consumption Rate - Charge based on water used, multiplied by the rate per thousand gallons.</p> <p>Regulatory Compliance Fee - Covers costs of meeting state and federal environmental regulations.</p>	<p>Special Collection Charge - Charge for requested special pickup or for additional bulky items after using two free pickups.</p> <p>Lake Tyler Fee - Annual fee charged for each leased lot on Lake Tyler.</p> <p>Lake Tyler East Fee - \$5 annual registration fee for each lot on Lake Tyler East.</p> <p>EMS Fee - \$5 monthly fee for residents who opt in through their insurance for EMS service by UT Health East Texas EMS.</p>
Stormwater	Billing Details
<p>Stormwater System Maintenance - Funds daily stormwater system maintenance and small improvement projects.</p>	<p>Account Number - Your account number.</p> <p>Cycle-Route – The billing cycle your account is on and the route it is assigned when being read.</p> <p>Rate Class – The type of account. This determines consumption rates.</p>
<p>Trash</p> <p>Trash Collection Fee - Charge for bi-weekly trash pickup. May include extra charges for curbside or pack-out services.</p> <p>Recycling – Charge for twice a month recycling pickup.</p> <p>Collection Service Sales Tax - 8.25% tax applied to solid waste charges.</p> <p>Fuel Surcharge – Applied when diesel fuel prices exceed \$2.50 per gallon. This charge covers the increased cost of fuel used for Solid Waste collection and disposal.</p>	<p>Bill Date – Date the utility bill is issued.</p> <p>Due Date – Date payment is due, which is 25 days after the bill date</p> <p>Service Period - Time between meter readings, usually 28 to 32 days. It may be longer due to a holiday or other factors.</p> <p>Meter – The meter assigned to your location. This includes your meter type, previous usage, the current reading, and total consumption billed.</p>