



1000 N. Old Betsy Rd * Cleburne, TX * 76031 * 817-641-3336 * Facsimile 817-556-2060

Water, Sewer and Sanitation Services

Welcome to Keene **Office Hours: Monday-Friday 8:00-12:00 & 1:00-5:00 (closed for lunch).** Here is a brief summary of our billing policies and rates for all persons obtaining water, sewer and sanitation services from the City of Keene.

*****EXERCISE YOUR RIGHT TO PRIVACY – REQUEST “CONFIDENTIAL” ON YOUR PERSONAL INFORMATION.*****

Effective July 2017

New Application Fee: \$25.00
Transfer Fee: \$25.00

Security Deposit: Within City Limits \$200.00*
 Outside City Limits \$300.00*
 Sanitation Only \$25.00*

If water service is disconnected for non-payment, an additional deposit may be required before services will be restored.

Reconnect Fee: Water and Sewer Service \$50.00
 Sewer Service Only \$500.00

Returned Check/ACH Fee: \$25.00

Meter Test Fee (customer request): \$25.00 (no charge if a problem is determined on City-side)

Residential Water Rates:	Inside City Limits	Outside City Limits
Base Rate (includes 1 st 1,000 gallons)	\$25.00	\$37.50
Each additional 1,000 gallons up to 20,000	\$8.70	\$13.05
Each additional 1,000 gallons up to 75,000	\$9.20	\$13.80
Each additional 1,000 gallons over 75,000	\$10.20	\$15.30

Commercial Water Rates: (all RV parks are required to have a 2" water meter)			
Base Rates (includes 1 st 1,000 gallons):	¾" Meter - \$66.50	1½" Meter - \$133.00	2" – 4" Meter - \$320.00
Each additional 1,000 gallons up to 20,000	\$8.70		
Each additional 1,000 gallons up to 75,000	\$9.20		
Each additional 1,000 gallons over 75,000	\$10.20		

Residential Sewer Rates (based on water consumption)	Inside City Limits	Outside City Limits
Base Rate (includes 1 st 1,000 gallons):	\$33.86	\$50.79
Each additional 1,000 gallons	\$1.27	\$1.91
Residential Service Maximum (13,000 gallons)	\$49.10	\$73.71
Residential Service without Keene Water (Flat Rate)	\$49.10	\$73.65

Sanitation Rates (effective October 1, 2018):	Inside City Limits	Outside City Limits
Residential Base Sanitation Rate	\$11.70 plus tax	\$17.55 plus tax
Additional carts (3 cart maximum)	\$3.49 plus tax	\$5.23 plus tax
Commercial Hand Load	\$18.46 plus tax	\$27.69 plus tax
Additional carts	\$3.49 plus tax	\$5.23 plus tax

Residential Minimum Bill:
Inside City Limits (water, sewer, and sanitation) - \$71.53
Outside City Limits (water, sewer, and sanitation) - \$107.29

(OVER)

Trash Collection Schedule:

Monday: All south of E. Hwy 67, between Old Betsy Rd and Cleburne/Mansfield Rd, north to Oakdale.

Tuesday: North of E. Hwy 67 and east of Old Betsy Rd.

Wednesday: West of Old Betsy Rd, north of Oakdale, and west of Cleburne/Mansfield Rd.

Place sanitation cart curbside by 7:00 a.m. All sanitation shall be placed for collection at curbside in closed plastic bags and inside the blue sanitation cart with lid closed. Carts should not be placed curbside before 7:00 p.m. prior to scheduled day of collection, nor should empty carts be left at curbside past 9:00 a.m. after scheduled day of collection. Any questions regarding sanitation service, please call Republic Services at (254) 687-2456.

Each quarter, there will be a curbside bulk-item pickup for residential customers on your regular day only. Notice will be given with your water bill, on the city website, and by other communication means. Residential customers receive one free 4-cubic-yard load dump of residential trash at the landfill per quarter upon presentation of a current bill showing residential trash service.

Bill Collections:

1. All bills for water used and/or services rendered by the City of Keene shall be due and payable by the 7th day of each month. All bills not paid by the 7th shall receive a ten percent (10%) penalty added to the amount of such bill.
2. If payment is not received by close of business on the 19th of the month, water services may be TERMINATED.
3. Customers may request a payment extension once every six (6) months. Payment extensions must be signed on or before the 19th of the month.
4. Customers may request a leak adjustment. Request must be submitted within ten (10) calendar days from the time customer receives their water bill. Plumbing repair or parts receipts are required.
5. In the event water services are disconnected, the following sums shall be paid to the city prior to reconnection of such services:
 - a. Fifty (\$50.00) dollars reconnection fee – All service will be reconnected only between normal business hours of 8:00 – 5:00 p.m Monday thru Friday.
 - b. Thirty (\$30.00) dollars (in addition to the above charge) may be charged if meter is pulled and re-installation is required.
 - c. Two hundred (\$200.00) tamper fee will be charged if a customer breaks a lock and turns the water meter on.
 - d. A five hundred (\$500.00) dollar fine may be charged to anyone bypassing the City system in any way.

By City Ordinance, it is unlawful for any person other than an employee of the City of Keene Water Department, acting on behalf of the City, to engage, disengage, or otherwise tamper with any water meter.

Bill-Pay Options:

Online payments at www.keenetx.com

Mail payments to P.O. Box 637, Keene, TX 76059

Automatic bill pay – complete a Utility Draft Authorization Form (available at City Hall)

Night Drop Box – drop box emptied every morning at 8:00 a.m. All payments are posted as received the previous day.

When moving out, please notify us to disconnect your service. You are responsible for all water consumption until the City has been properly notified and service is disconnected.

Important phone numbers for your convenience:

AT&T	800 464-7928	Police Department (non-emergency)	817 641-7831
Ambulance/Fire (non-emergency)	817 556-2474	Post Office	817 645-5978
Animal Control	817 933-1838	Property Tax Office	817 645-3986
Atmos Gas	800 460-3030	Public Works	817 641-3336
Internet/Nextlink	855 698-5465	Texas Choice Electric	866 797-4839
Oncor Electric	888 313-6862	www.powertochoose.org	

*******DIAL 911 – For Emergency Police/Fire/Ambulance Services – DIAL 911*******

If you have any questions concerning your water bill, please contact City Hall at 817-641-3336 or email water@keenetx.com.