



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 a.m. - 5:00 p.m.** 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.

<b>Security Deposit:</b>	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.**

<b>Administrative Fees:</b>	Water and Sewer Service	\$50.00 (charged when bill is not paid by 5:00 pm on 20 <sup>th</sup> of month)
	Sewer Service Only	\$500.00

**Returned Check/ACH Fee: \$25.00**

<b>Residential Water Rates:</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Base Rate (includes 1 <sup>st</sup> 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

<b>Commercial Water Rates:</b> (all RV parks are required to have a 2" water meter)		
Base Rates (includes 1 <sup>st</sup> 1,000 gallons):	<b>¾" Meter - \$66.50</b>	<b>1½" Meter - \$133.00</b> <b>2" – 4" Meter - \$320.00</b>
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	

<b>Residential Sewer Rates (based on water consumption)</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Base Rate (includes 1 <sup>st</sup> 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

<b>Sanitation Rates (effective August 1, 2023):</b>	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Residential Base Sanitation Rate	\$13.05 plus tax	\$19.13 plus tax
Additional carts (3 cart maximum)	\$4.30 plus tax	\$6.10 plus tax
Commercial Hand Load	\$20.71 plus tax	
Additional carts	\$4.30 plus tax	

**Residential Minimum Bill:**  
 Inside City Limits (water, sewer, and sanitation) - \$71.91 plus tax  
 Outside City Limits (water, sewer, and sanitation) - \$107.42 plus tax

\*reduced by \$100 with Letter of Credit from utility company (gas, water, electric) reflecting good standing, no late fees and no disconnection fees within last 12 months.

(OVER)

**Trash Collection Schedule and map can be located online at [www.keenetx.com](http://www.keenetx.com).**

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) 221-4418.

First Tuesday of every month, curbside bulk-item pick up is available for Residential customers upon request only. Must contact Republic Services no later than 12:00 p.m. the day before the bulk pickup date to schedule. 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 7<sup>th</sup> day of each month. All bills not paid by the 7<sup>th</sup> shall receive a ten percent (10%) penalty added to the amount of such bill.
2. If payment is not received by 5:00 p.m.- close of business on the 20<sup>th</sup> of the month, water services may be TERMINATED and fifty (\$50.00) administrative fee is charged.
3. Customers may request a payment extension once every six (6) months. Payment extensions must be signed on or before the 20<sup>th</sup> 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 administrative fee – All service will be reconnected only between normal business hours of 8:00 a.m. – 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:**

**Effective February 1, 2021, all card transactions will be charged a 2.75% service fee**

Online payments at [www.keenetx.com](http://www.keenetx.com)

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

Automatic bill pay – complete a Utility Draft by Check 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 in writing 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 (emergency after hours)	817 240-5082
Internet/Nextlink	855 698-5465	Texas Choice Electric	866 797-4839
Oncor Electric	888 313-6862	<a href="http://www.powertochoose.org">www.powertochoose.org</a>	

**\*\*\*\*\*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 [utilities@keenetx.com](mailto:utilities@keenetx.com).