



SEPTEMBER 2016
CITY NEWSLETTER



COMING SOON...

“Average Monthly Payments”

Do spiking and falling utility bills leave you uncertain how to budget? Beginning in September, 2016, you can apply for the new Average Monthly Payments (AMP) Plan. Applications will be accepted through the month of October so don't delay!

Eligibility for the new plan requires that a customer have:

- Minimum of twelve (12) months of continuous service within the city's service area. If a customer receives all available utilities, the plan must apply to each and all services.
- Not had their service discontinued during the previous twelve (12) months for non-payment.
- Good utility payment history with no more than two (2) penalties, no returned checks or bank drafts in the previous twelve (12) months, and no previous balance on the account.
- Not be facing, or subject to, bankruptcy.
- Agreement to participate in the AMP Plan for a period of twelve (12) months following registration.

If you're interested in applying for AMP or learning more, visit online at www.cityofbastrop.org, call us at 512-332-8830, or stop by 1311 Chestnut Street and speak with one of our customer service utility associates.



Weeds Be Gone!

Remember to keep utility meters clear of weeds and plants. Utility meters must remain unobstructed, and readily and safely accessible, to City service personnel at all times.

Meters are not read manually every month, but they must be inspected from time to time. Tall grass and shrubs can interfere with meter reading transmissions to our tower.

Keeping tall grass and shrubs away from meters helps deter snakes and insects from hiding in and around meter areas. This creates a safer environment for you and City employees. Remember...keeping meters obstruction-free is the customer's responsibility.



What's on top of my water meter?

Each water meter has a radio transmitter on top of the meter lid; it looks like an upside down saucer and is made of a hard plastic. The radio sends hourly readings to the Utility Department. Be very cautious to not mow over the lid to avoid breaking the transmitter.

If the radio stops transmitting, a technician will be dispatched to diagnose the problem and make necessary repairs. Repairs are costly and can be billed to the customer.



DID YOU KNOW?

YOUR UTILITY BILL IS NOW AVAILABLE TO VIEW THROUGH YOUR ONLINE ACCOUNT. VISIT OUR CITY WEBSITE: WWW.CITYOFBASTROP.ORG, CLICK THE **POPULAR SERVICES** TAB AND THEN CLICK **—PAY UTILITY BILL** (TO SET-UP OR VIEW YOUR ACCOUNT ONLINE).





CITY OF BASTROP

1311 Chestnut Street
PO Box 427
Bastrop, TX 78602

City Telephone Numbers:

City Hall	(512) 332-8800
Utilities	(512) 332-8830
BP&L	(512) 332-8900
Water Dept.	(512) 332-8960
Public Works	(512) 332-8920
Planning Dept.	(512) 332-8840
Police Dept.	(512) 332-8600
Fire Dept.	(512) 332-8670
Municipal Court	(512) 332-8650
Library	(512) 332-8880
Convention Ctr.	(512) 332-8984
Main Street	(512) 332-8994
Human Resources	(512) 332-8812

Power Outages (512) 332-8830

We're on the Web: www.cityofbastrop.org



STAY INFORMED! SIGN UP FOR **CodeRED** TODAY!

The City of Bastrop has partnered with CAPCOG and joined the Regional Notification System (RNS). The RNS uses CodeRED to send EMERGENCY notifications by phone, email, text and social media to keep citizens informed of emergencies such as an evacuation notices, utility outages, water main breaks, fire or floods, chemical spills, or other emergency situations.

The City may also activate CodeRED to send GENERAL notifications to registered subscribers to communicate non-life safety matters, such as planned road closures, water main repairs, water and power service interruptions, etc. By selecting the box for GENERAL alerts, you can also receive these types of notifications.

Your personal information will be kept confidential and registering for CodeRED is free, quick, and easy:

Sign up for CodeRED online here: WarnCentralTexas.com

- ♦ Add the CodeRED phone number, 866.419.5000 to your caller ID – this is for **EMERGENCY CALLS**
- ♦ Add the CodeRED phone number, 855.969.4636 to your caller ID - this is for **GENERAL CALLS**
- ♦ Add the CodeRED phone number, 800.566.9780 to your caller ID - this is for **WEATHER WARNINGS**

Things to Know About CodeRED

CodeRED delivers notifications by phone, email, text, social media, and/or mobile alerts. It's compatible with TDD/TTY devices for those with hearing impairments. Individuals and businesses may add as many phone numbers, email addresses, and texts numbers as they choose.

CodeRED Mobile Alert App

Residents and visitors can now receive enhanced public safety alerts at any location via the CodeRED Mobile Alert app, a free public safety app for both Android and iPhone users. The CodeRED Mobile Alert app delivers community and emergency alerts to individuals targeted within an impacted geographical area. The app enables you to receive timely notifications when you're on the road or away from home.

THE SCOOP ON SOLID WASTE

Yard trimmings are picked up weekly by Progressive Waste Solutions as part of garbage services to residents. Progressive transports these trimmings to a recycling facility that processes them into mulch. Progressive requests yard trimmings be separated from other solid wastes for the recycling process. Trimmings cannot be recycled in plastic garbage bags, but are accepted in brown paper lawn bags (available for purchase in stores).



Small amounts of yard trimmings can be placed inside your

blue cart along with household garbage. The *small* yard trimmings are helpful and a necessity in the decomposition of household garbage.

Construction Debris: (wood, drywall and similar non-hazardous items)

Residents are allowed disposal of up to one (1) cubic yard of construction debris (for example: a cart is approximately 1/2 cubic yard in size). If you have a remodel or large project that will produce a larger quantity of construction debris, we recommend having it hauled off or requesting a temporary roll-off container from a waste hauler.

