



Welcome to the City of Royse City!

The City of Royse City provides water, sewer and trash service for most Residents.

To establish service, complete the following:

1. Fill out utility application in its entirety.
2. Provide a copy of your government issued ID.
3. Provide at least (1) of the following documents for proof of residency: Copy of signed lease agreement, signed contract, signed closing disclosure or notarized deed.
4. Security deposit of \$100.00 per account at time of service set up required.



If resident moves/closes an account the security deposit will be refunded minus the final bill balance.

If you are transferring service the security deposit will transfer to the new account.

Returning residents with a delinquent balance from a previous account must pay the balance and the security deposit for the new account.

Home Occupancy Inspection Fees and Procedures. (Pre-existing homes only)

If you are purchasing, renting or leasing a pre-existing home, mobile home, manufactured home, apartment or duplex within the city limits of Royse City you are required per City Ordinance 06-12-541 to schedule a Certificate of Home Occupancy Inspection (HO). Inspection is performed by the City Fire Inspector to check the electrical in the home to ensure it meets City code. Inspection will be scheduled at time of the utility account set up.

The HO inspection fee is a \$75.00 non-refundable fee.

Inspection fee includes initial inspection and one re-inspect if needed. Any missed appointments will be considered as a scheduled inspection. If a 3rd appointment is necessary the account will be charged an additional \$75.00 re-inspect fee. The HO inspection is valid for 60 days after residence passes inspection. If the home remains unoccupied for 60 days after the inspection a new inspection will be required

Billing Policy

- Utility bills are mailed/e-mailed to customers by the 3rd of each month.
- Utility payments are due by 5:00 on the 15th of each month unless the 15th falls on a weekend or holiday the payment will be due the following business day.
- All payments dropped in the night deposit box after 5:00pm on the due date will be posted the following business day and be assessed a \$10.00 late fee.
- On line bill pay is available at www.roysecity.com; the system will be temporarily suspended on the morning after the due date to update the past due accounts.
- Disconnect notices will be sent out on the morning after the due date for accounts with balances. Past due balances must be received by 5:00pm on the 25th of the month to avoid interruption in service.
- If payment is not received before the interruption date a 10% or \$35.00 fee will be added, whichever is greater, and services will be interrupted.
- All re-connection requested after 4:45 will require an additional \$50.00 after hour connection fee.
- Payments are accepted in the form of cash, check, cashier check, money order, debit and all major credit cards. A 3.50% processing fee will apply with all card payments processed in the office. No fee if paid online.
- Payments can be made in the office, online at the city website with a debit/cc card, mailed (Post Office routes to Coppell, Dallas, Greenville then to Royse City) or placed in the night deposit box located in the parking lot across the street from City Hall. Any online payments processed thru your personal bank will be delivered via check by the US Postal service. Payments do not come to the Utility Department electronically. We do not honor post marks.



Trash/Recycle Collection Day Schedule:

Trash day (burgundy cart): _____

Recycle day (blue cart): _____

***Schedules are subject to change due to holiday or weather delays. ***

Trash Collection Day Requirements:

- Trash must be bagged before placing in the trashcan and set out near the curb/alley for pick up no **later than 7:00a.m.** on your scheduled collection day; trash may be set out the night before **after 5:00p.m.** All trashcans must be removed from the curb/alley by 10:00pm the day of collection.
*Syringe Disposal: Place needles and syringes in a **hard-plastic** container with a tightly secure lid such as a bleach or detergent bottle (not clear plastic). Label the outside of the bottle with "Syringes, Sharps, or Needles". When container is full seal/reinforce its lid with heavy duty tape. Place container in your trashcan.
*Medication: A receptacle to dispose unused medication is located at City of Rockwall PD at 205 W Rusk Street, Rockwall, TX. 75087.
***Paint, oils and all liquids are not permitted.**
- One brush bundle will be picked up per collection day but must be cut into lengths no larger than 4' long, 6" around, tied in a bundle and not to exceed 50lbs. Place near the curb/alley on your collection day.
- Leaves and foliage need to be bagged and not to exceed 50lbs. Place up to 10 bags next to the trashcan on your trash day.
- Two bulk items per week may be placed out for pickup weekly on your trash day. If more than 2 items are out it will be at the discretion of the driver which items are picked up. Have items out near the curb/alley for pick up no **later than 7:00a.m.** on your scheduled collection day; bulk item may be set out the night before **after 5:00p.m.**

Example of bulk item: mattress, box spring, table, sofa, dresser etc.

Due to environmental laws, refrigerator/freezers, televisions or items with chemicals and bulbs will not be collected. Building materials including but not limited to cabinets, fencing, wood pieces etc. will not be collected.

For additional information or questions contact the Utility Department at 972-636-2250 option 3.



Recycle



Recycling Information

The recycle carts are blue; pre-existing homes should already have a cart. If the cart is missing, please contact the Utility Department at 973-636-2250 option 3 or email: utilities@roysecity.com.

Carts for new builds will be ordered at the time of utility set up and delivered with in a couple of weeks.

Please have cart out no later than 7:00am on your designated pick-up day or set out the night before after 5:00pm.

The following materials will be accepted for recycling:

Recycling Pick-Up Information

- This service is available only to Royse City residents.
- Recycling pick-up days vary. Please go to interactive map on the city website for weekly pick-up route.
- Set cart out near curb/alley by 7:00am on your collection day; you may set out the night before after 5:00pm. Recycle cart must be removed from curb/alley by 10:00pm the day of collection.

Items Acceptable for Pick-Up

- Glass- only clear or brown colored glass.
- Newspaper and magazines
- #1, #2 and #5 plastics. The recycling number can be found in a recycling triangle stamped, printed or embossed on the plastic item.
- Aluminum cans
- Tin cans such as vegetable cans, etc.
- Cardboard: boxes must be collapsed down.

Recycling Requirements

- The recycle company request that all items be rinsed in order to prevent contamination of recycling batches.
- Used paper plates should not be placed in the container. Keeping recyclables clean will discourage pest.

*****HELPFUL CITY PHONE NUMBERS*****

Utility Department/Customer Service Hours of Operation:

Monday-Friday: 8:00am-5:00pm

Offices are closed Saturday and Sunday.

Located at 305 N Arch Street, Royse City, TX. 75189

Phone: 972-636-2250 Fax:972-635-2319

Email: utilities@roysecity.com

EMERGENCY after hours (water/sewer): 214-794-2888

Royse City Animal Shelter

1115N Josephine

Cell: 214-934-9352

Cell: 214-796-1445

Code Enforcement

Cell: 214-236-6402

C.F. Goodwin Public Library:

309 N Arch Street

P) 972-635-2772 F) 972-635-7752

Zaner Robinson Historical Museum:

124 S Arch Street

P) 972-635-7438

Barney C Jones Senior Center:

305 N Arch Street— (lunch and activities Mon-Fri)

P) 972-524-4848

Police Department:

100 W Main Street

P) 972-636-9422 F) 972-636-2922

Emergency: 9-1-1

Dispatch of an Officer (non-emergency): 972-204-7001

Royse City Municipal Court:

100 W Main Street—Monday thru Friday 8:00am-5:00pm

P) 972-636-9434 F) 972-635-7186

Royse City Post Office:

217 E Main Street

P) 972-636-3310

Chamber of Commerce:

102 W Old Greenville

P) 972-636-5000

info@roysecitychamber.com

Parks and Recreation Department

305 N Arch Street

Youth Baseball/Softball information and sports fields: 972-524-4837 <http://roysecity.sportspilot.com>

Parks Reservations: 972-636-2250; dial zero at the recording.

All other inquiries: 972-524-4838

Additional Numbers:

Electric

- Go to www.powertochoose.org for different rates/electric companies.
- FEC Electric - (800) 541-2662 Woodland Creek, Union Square and Waterscape sub-division only.

Telephone

- Numerous Contacts- Consult Yellow Pages Directory

Gas Services

- Atmos Energy- (888) 286-6700
- Emergency Contact- (866) 322-8667—If you suspect a natural gas leak indoors or outdoors, leave the area immediately. Call 9-1-1 and the Atmos emergency number.

Underground Utilities

- Digttest- (800) 344-8377

Cable

- Sudden Link- (800) 999-6845
- AT&T U-verse- (866) 688-5430
- Services not available in all areas.

Water/ Weather

- Info on watering your lawn: www.watermyyard.org
- For immediate weather alerts sign up on NIXLE at www.nixle.com

Satellite

- Dish Network- (888) 388-7787
- Direct TV- (866)-319-9838

Sanitation Services

- Contact City Hall, Utility Dept. (972) 636-2250 select option 3. Email: utilities@roysecity.com.

County Numbers

- Rockwall County (972) 204-7000—101 E Rusk Street, Rockwall 75087
- Collin County (972) 548-4675—2300 Bloomdale Road Street STE 4192, McKinney 75071
- Hunt County (903) 408-4100—2507 Lee Street, Greenville 75401

Vehicle Registration— (open to all counties)

- Rockwall County (972) 204-6130—101 E Rusk Street, Rockwall 75087
- Collin County (972) 547-5014—2300 Bloomdale STE 2302, McKinney 75071
- Hunt County (903) 408-4000—2500 Stonewall Street STE 101, Greenville 75403

TX Department of Public Safety

- Rockwall County (214) 861-2444—915 Whitemore STE C, Rockwall 75087
- Collin County (214) 733-5350—400 Powerhouse Street, McKinney 75071
- Hunt County (903) 453-6916—2801 Stuart Street Room 408, Greenville 75401

Electronic Recycling

www.tceq.texas.gov/p2/recycle/electronics/manufacturer-list.html

Recycling Center

- Rockwall 972-261-4058
9104 State Hwy 276, Royse City, TX. 75189

Land fill

- Duncan Disposal/~~Maloy~~ Landfill (903)866-7832
2811 FM 1568 Campbell, TX 75422
- CMH Landfill 972-205-3670
3175 Elm Grove Road Rowlett, TX

Schools

- Administration Office (972) 636-2413
- Davis Elementary (972) 636-9549
- Fort Elementary (972) 636-.304
- Scott Elementary (972) 636-3300
- May Vernon (972) 635-5006
- Ruth Cherry Intermediate School (972) 636-3301
- Harry Herndon (469) 721-8101
- RC Middle School (972) 636-9544
- RC High School (972) 636-9991
- Bus Garage (972) 636-9732

*****ENVIRONMENTAL ENFORCEMENT*****

Code Enforcement

Cell: 214-236-6402

Common Code Violations to Avoid

- Tall Grass: Property owner must monitor and maintain their property and keep grass/weeds less than 12".
- Trash and Debris: Trash and/or debris is not allowed to accumulate on resident's property. Remove debris, rubbish, trash and/or items stored in the yard, driveway or on porches.
- Trash Cans: All trash cans need to be out to curb/alley by 7:00am on collection day; may be placed out the day before after 5:00pm. All trash cans must be removed by 10:00pm the day of collection.
- Illegal Dumping: Place trash in correct/approved receptacle. Do not dispose of any garbage on private or public property without permission.
- Junk Vehicles: All vehicles must be in running condition and be current on registration and state inspection.
- Parking: Vehicles are to be parked on an approved surface as stated in the city ordinance. Including motor cycles, boats, trailers etc.
- House Numbers: Numbers must be placed on the home and be at least four inches (4") in height.
- Animal Related Issues: Make sure all animals are in a contained area or on a leash. Be a responsible pet owner by having your animals vaccinated, registered and spayed/neutered.
- Signs: Remove old signs, place signs in approved location. Check to see if sign permit is required. Follow requirements for sign permit.
- Substandard Structures: Maintain property and ensure structure meets the cities minimum "Standard Building Code".
- Building Permits: Building a structure on your property needs to have plans submitted to Development Services for review and approval by the building official and/or inspector.
- Swimming Pools: All pools that are capable of holding eighteen inches (18") of water must be surrounded by a fence. Contact Development Services for fence requirements.

*** ANIMAL CONTROL ***

Royse City Animal Shelter

1115 N Josephine

Cell: 214-934-9352

Cell: 214-796-1445

Email: rcaadoptions@gmail.com

Facebook: www.facebook.com/RoyseCityAnimalAdoptions

Twitter: twitter.com/rcaadoptions

Mission

To enhance the lives of companion animals and support the human-animal bond through: adoption, re-unification, education and spay/neuter awareness.

The Royse City Animal Services is much more than an animal shelter. It's a place where dedicated professionals and volunteers share their commitment, passion and talents to help the animals and people of Royse City. The Royse City Animal Services operates a companion animal shelter and adoption center in Royse City and processes over 500 animals per year.

Through the help of the staff and a large group of volunteers, we provide a number of programs to enhance animal well-being and improve adoptability.

Pet Registration

The Royse City Animal Shelter wants to help you keep your pet safe. Far too many animals cannot be reunited with their owners when lost. Licensing your pet is a way to give your pet a way home if lost. City Ordinance requires yearly pet registration.

*Dog and cat licenses are due January 1st and expire December 31st.

Register or renew your license at City Hall, Monday-Friday from 8am-5pm at 305 N Arch Street.

Bring the rabies vaccination certificate (doctors signature required).

Proof if the pet has been spayed or neutered.

Cost of Registration:

\$5.00 for sterilized

\$10.00 for unsterilized

Common Code Violations to Avoid

- Animal at Large: It is unlawful for any owner to allow any dog or other animal possessed, kept, or harbored, other than a cat (unless the cat has received complaints of being a nuisance or hazard to the health, welfare and animal population), to run at large.
- Maximum Number of Pets: A total **combined** of (3) pets allowed within city limits.
- Noise Violation: The keeping of any animal which, by causing frequent, excessive or long-continued barking, whining, crying, meowing, howling, or noise, disturbs any person of ordinary sensibilities in the vicinity is prohibited.
- Animal Waste: It is unlawful and considered a public nuisance for any person to allow any pen, enclosure, yard or similar place used for the keeping of animals to become unsanitary, offensive by reason of odor, or disagreeable to persons of ordinary sensibilities residing in the vicinity thereof because of flies or other insects. Any condition injurious to public health caused by improper waste disposal will be considered a violation.
- Animal Waste: The owner of every animal shall be responsible for the removal of any excreta deposited by his/her animal on public walks, recreation areas or private property.