



Trash Pickup is on Tuesdays and Fridays
Please make sure your totter is out before 7am

GENERAL INFORMATION

Utilities Department

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

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| New Service for property Owners: | \$125.00 deposit plus \$50.00 service charge (regular 5/8" meter) |
| New Service for Rental Property: | \$250.00 deposit plus \$50 service charge (regular 5/8" meter) |
| Trash Bins delivery will take between 7-10 business days after connection of services. | |
| Commercial Property: | \$250.00 minimum deposit and service fee depending on size of meter and commercial bin deposit (rate depends on size and pick-up frequency) |
| Commercial Garbage: | Additional charges apply for overflow. No Brush Services. |
| Transfer Service: | \$50.00 service charge |
| Reconnect Fees: | \$30.00 before 5:00 pm (service restored any time before 5:00) \$45.00 after 5:00 pm or non-business day (service restored any time after hours) \$15.00 if order has been placed for disconnection and service has not been disconnected. |
| Garbage Only Accounts: | \$50.00 Deposit for the account \$15.00 if order has been placed for pick up \$25.00 Redelivery fee for non-payment |
| Late Fees/Penalty: | Penalty of \$10.00 or 10% of the balance, whichever is greater, will be imposed on all past due accounts. *Bills have to be paid before 5:00pm on due date, anything after 5:00pm either online or night drop will be added late fees* |
| Returned Check Fee: | \$30.00 (for accounts with returned checks, checks will not be accepted for a period of six months) |

CHECK ACCEPTANCE POLICY

- Checks made payable to: *City of San Benito*
- No temporary checks will be accepted
- Checks should be made out for the same amount
- Driver's license number, phone number, and account number should be included on check
- No Post-dated checks will be accepted
- Night drop payments are posted the next business working day (Please, No Cash!)

PAYMENTS

1. Pay cash, check, or money order in the office at City Hall
2. Pay credit card/debit card in the office at City Hall (convenience fees apply)
3. Enroll account on automatic bank draft (free of charge)
4. Pay online at www.cityofsanbenito.com (convenience fees apply)
5. Pay by phone 1-877-507-4648 or (956) 361-3804 ext. 555 (convenience fees apply)
6. Bill Pay at HEB, Wal-Mart, K-Mart, A.V. Lopez (2-7 business day processing)

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|------------------------------|-------|--|
| If your account begins with: | 01-07 | Due 25 th of month by 5:00 pm |
| | 08-15 | Due 5 th of month by 5:00 pm |
| | 16-23 | Due 15 th of month by 5:00 pm |

Five (5) business days are given with penalty after regular due date before service is disconnected. Disconnect notices are due on the due date by 5:00 pm. After 5:00 pm the \$15.00 disconnect fee will be applied (Ordinance 2409F).