



Welcome!

City Of Manor
Utility Billing Dept.
105 E. Eggleston St.
Manor, TX 78653
Phone (512) 272-5555 Ext. 1
Fax (512) 272-8636
Email: questions@manortx.gov

Important Numbers to Know:

Your utility billing account number is _____ - _____ - _____

Manor City Hall – (512) 272-5555

Utility Dept. – (512) 272-5555 Ext. 1

Water bill - Pay by phone – (512) 272-5555 Ext. 2 or Automated call at 833-269-6022

After Hours Answering Service – (512) 703-8587 (to report water or sewer issues after hours)

Manor Police Department – (512) 272-8177

Dispatch (Animal Control) – (512) 974-0845 Ext. 3

Manor ESD#12 (Fire Department) – (512) 272-4995

Manor Municipal Court – (512) 272-8178

Manor Post Office - (512) 272-9268

Waste Connections (trash pickup) – (512) 282-3508

Manville - (512) 856-2488

Bluebonnet Electric – (800) 842-7708

Oncor Electric Co. – (888) 313-6862

TX Community Propane – (512) 272-5503

SiEnergy (natural gas) – (888) 468-7007

Atmos Energy (natural gas) – (888) 286-6700

Austin Energy (electric) – (888) 340-6465

WATER BILL

Water bills are due on the **15th** of each month **before 5pm**. A 10% penalty is applied to all bills not paid before 5pm. This applies to all payments made in office, automated, and online – all must be paid before 5 pm to avoid penalty.

Bills that are not paid **by 5pm** on the **25th** of each month are subject to service disconnection and a \$50 penalty fee regardless of service interruption. This applies to all payments made in office, automated, and online – all must be paid before 5 pm to avoid disconnection.

Payments on the utility bill can be made in office by cash, checks, money orders, or Mastercard/Visa. There is a \$2 credit card fee to pay with a credit card.

There are several ways to pay the utility water bill:

- You can make payments via our automated phone line by dialing (512) 272-5555 Ext. 2 or by dialing (833) 646-2633 directly. There is a \$2 credit card fee to pay with a credit card.
- You can register your account and pay online via our website, www.manortx.gov. There is a \$2 credit card fee to pay with a credit card.
- You can enroll in Auto Draft with us. We will draft your bill directly from your bank account on the 15th of the month.

TRASH

Sky blue bin = Recyclable items

Green bin = Household Trash

Trash pick-up days:

Monday - Greenbury Village, Bell Farms, Carriage Hills, and Village at Manor Commons

Tuesday - Stonewater, Presidential Glen, Presidential Heights, and Carillon- Phase 1

Wednesday - Downtown, Wildhorse Creek, Hamilton Point, and Lagos

Thursday - Carillon- Phase 2, Shadowglen

- Place bins out by 7 am on service day. Place carts at least 5 feet apart from each other.
- Do not place carts closer than 10 feet from a parked vehicle, mailbox or any large item.
- Recycle is only picked up every other week on your scheduled recycle pick up day.
- Cart lids **MUST** be closed at time of collection.
- All issues must be reported to Waste Connections.
- Next RECYCLE day _____

Acceptable Items for Recycling

Paper: including newspapers, magazines, white and colored office paper, soft cover books, card stock, junk mail, file folders, self-adhesive notes, envelopes, cardboard, food, and beverage boxes, wrapping paper, catalogs, and phone books.

Rigid Plastics #1-5 And 7: includes bottles containing water, soda, beverages, liquid, soap, and alcohol. Containers must be free of food residue.

HDPE Natural #2: Typically consists of milk and water jugs.

HDPE Colored #2: Typically consists of any pigmented or solid-colored HDPE bottles or jugs that contain liquid such as detergent, fabric softener, lotion, antifreeze, or shampoo.

PET #1: consists of clear or tinted transparent bottles or jugs. They may be tinted blue, green or brown. For example, bottles that contain water, soda, cooking oils, mouthwash and alcohol are acceptable.

Rigid Plastic Containers #4, 5, 7: including yogurt and margarine tubs.

Aluminum Cans: consists of aluminum beverage container only.

Steel Cans: consists of steel cans for food which must be rinsed out.

Glass Bottles and Jars

ALARM PERMITS

Alarm permits are now mandatory for your business or home with an active alarm system. Applications are available on our website or in our office at City Hall.

Carillon - Phase 1

Tuesday trash service

Abigail Filmore Rd
Allan Shivers St
Andrew Johnson Dr
Andrew Mellon Dr
Ann Richards Ave
Caroline Harrison St
Charles E. Hughes St
Henrietta Plaza
Mamie Eishenhower Rd
Milledge Pass
Price Daniel Dr
Rebecca Latimer Rd

Carillon - Phase 2

Thursday trash service

Akinosho Lane
Alcala Terrance
Andrew Abernathy Pass
Andrew Raley Rd
Bottwell Place
Desmuke Dr
Ed Townes Terrace
Eppright Trace
Howser Cove
Howser Trace
John Gill Dr
Jon Ryan Rd
Jordyn Sterling St
Lone Peak Pass
Lone Peak Cove
Moroney Cove
Phebe Foster St
Rowston Manor Ln
Silas Parsons Pass
Smithwick St
Stelfox St
Thomas Wheeler Way
William Tyler Way

2023 CITY OF MANOR TRASH & RECYCLE COLLECTION CALENDAR

Trash Collection

- The **green** cart is for Trash
- Please put your normal household trash items in the green trash cart
- All contents must fit inside your cart with the lid closed
- Place cart at the curb for collection before 7 am every **week on designated service day**
- DO NOT put medical waste, hazardous waste, explosives, flammable liquids pesticides, or animal carcass in the cart or on the curb for collection
- DO NOT put any construction material, dirt, rock, or yard waste in your cart

Recycle Collection

- The **blue** cart is for recycling
- Place your blue cart at the curb for collection before 7 am every **other week on designated service day**

Trash Only

Trash & Recycle

Closed Holiday Observed Service one day late

January 2023							February 2023							March 2023							April 2023						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7				1	2	3	4				1	2	3	4							1
8	9	10	11	12	13	14	5	6	7	8	9	10	11	5	6	7	8	9	10	11	2	3	4	5	6	7	8
15	16	17	18	19	20	21	12	13	14	15	16	17	18	12	13	14	15	16	17	18	9	10	11	12	13	14	15
22	23	24	25	26	27	28	19	20	21	22	23	24	25	19	20	21	22	23	24	25	16	17	18	19	20	21	22
29	30	31					26	27	28					26	27	28	29	30	31		23	24	25	26	27	28	29
																					30						

May 2023							June 2023							July 2023							August 2023							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
	1	2	3	4	5	6					1	2	3							1				1	2	3	4	5
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	
28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30	31			
														30	31													

September 2023							October 2023							November 2023							December 2023						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6	7				1	2	3	4						1	2
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30			24	25	26	27	28	29	30
																					31						



Cart Placement Guidelines

To ensure our trucks can safely collect your trash and recycling, please adhere to the following guidelines.

Avoid placing carts under trees and power lines



Please place your cart out before 7am on collection days



Make sure no cars are parked in front of your containers



For our safety, please keep carts weight under 80lbs

Colocación Del Contenedor

Para garantizar que nuestros camiones puedan recolectar su basura y reciclar de manera segura, cumpla con lo siguiente.

Evite colocar contenedor debajo de árboles y líneas eléctricas.



Por favor de colocar su contenedor antes de las 7am



Asegúrese de que no haya automóviles estacionados frente a sus contenedores.



Por nuestra seguridad, mantenga el peso de los contenedores no mas de 80 libras.



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AUTODRAFT

Name: _____

Physical
Address: _____

Mailing
Address: _____

City: _____ State: _____ Zip Code: _____

Utility Account Number: _____ Phone # _____

Financial Institution Name _____

Routing # _____ Account # _____

The Routing # is usually the first series of numbers at the bottom of a check.

To ensure proper bank coding, please attach a voided check.

AUTHORIZATION AGREEMENT

I authorize the City of Manor, to automatically draft my account at the financial institution named above for the monthly payment of my bill. I authorize the financial institution named above to withdraw from the designated account. Payment will be made on the scheduled draft (due) date shown on my bill.

I understand that I must contact the City of Manor's Utility Billing department concerning bill discrepancies or to cancel this authorization at least five (5) business days before the scheduled withdrawal date. I will notify the City of Manor's Utility Billing department if I change financial institutions or my account number changes.

I understand that the City of Manor and my financial institution have the right to terminate my participation in the auto-draft plan at any time. I understand that the City of Manor will impose a penalty if a bill is not paid by my financial institution, in the same manner as a check returned for insufficient funds.

Printed Name

Signature

Date