

CITY OF CHICKASAW

Garbage & Sewer Bills Information

There is a **\$125.00 DEPOSIT** that needs to be paid up front. The break down for the deposit is \$75.00 (sewer deposit) and \$50.00 (garbage deposit). Deposits are Refundable when you terminate your service and if you do not have a balance on your account; if you do have a balance the deposit will be applied to that balance and you will be either billed or refunded the difference.

Garbage and Sewer bills run **\$70.00 a month** (\$50.00 for Sewer & \$20.00 for Garbage). Bills are printed at the End of the Month for that Months Service. **ALL BILLS are DUE by the 13th of the month, but we give you till the 20th of each month by 6 pm to have your bill PAID IN FULL or a Late Fee of \$25.00 will be added to your bill.** *Payments have to be received before 6 pm on the 20th in the Office and/or in the Night Drop, so as not to get the late fee.* We do not accept partial payments. All bills must be Paid In Full, and we Do Not Make Payment Arrangements. Any payments dropped off at the Counter or in the Night Drop that is not the FULL AMOUNT will be returned to you in the mail. NON-RECEIPT OF YOUR BILL OR A RETURNED PARTIAL PAYMENT IS NOT AN ACCEPTABLE REASON FOR A LATE FEE TO BE WAIVED OR NON-PAYMENT OF YOUR BILL.

Payments can be made by Cash, Check, Money Order, Credit Card or Debit Card. **We accept payments over the phone at no charge.** If you are on the delinquent list and/or if your water meter has been turned off for delinquent sewer service **then you cannot pay with a check.** You are welcome to bring your payment into the office at City Hall, Mail your payment in to our Office or Use the envelope provided in your bill (which is a Lock Box and goes directly to the Bank in Birmingham) or Use the Night Drop just outside the Business Office Door in City Hall.

We now have an **online payment system**. You can pay online, on PSN mobile app or by calling. You can pay by credit card, debit card, eCheck or eSavings. You can make immediate payments, schedule a payment or set up autopay. **If you set up Autopay/Recurring Payments do not have them set up to come out till at least the 7th day of the month** for accurate balance/payment. Visit www.cityofchickasaw.org and click on the bill payment link. You will need your account number to register. Your account number is located on your bill and receipts. Account numbers may also be retrieved by calling our office. To pay over the phone just dial 1-877-885-7968. If your account is subject for disconnect, you will not be able to pay online.

Night Drop: All Checks and Money Orders need to have the Name of the Person the Garbage & Sewer account is in and/or the Account Address and the Account Number written on the front, especially if you don't have a copy of your bill. Also all Checks need to have the person that's signed the checks Driver's License Number and a Current Phone Number on them. *If you put Cash in the Night Drop you need to have a copy of your bill or something with the account information on it, so it can be applied correctly.* The Night Drop is a vault that sits by the Coke machine in the hall. (Please make sure when you are dropping your payment in - to put it in an Envelope and to turn the square knob in front to roll your payment down into the vault.) **All payments put in the Night Drop will be receipted the NEXT BUSINESS DAY.**

Office Hours: City Hall's main doors are opened from 6 am to 10 pm – 7 days a week. **The Business Office is Only Opened Monday thru Thursday from 7:30 am to 6 pm. We are Closed on Friday's and the Weekend.** (Closings for Holidays are always posted on the office door.) To make phone payments or for customer service call – **(251) 452-6450 Option 2.**

WASTE COLLECTION GUIDELINES FOR HOUSEHOLD & YARD TRASH

GUIDELINES FOR CURBSIDE ADVANCED DISPOSAL GARBAGE SERVICE

Curbside Garbage Service

- Pickup twice per week.
- Place your cart curbside **by 6:00 a.m.** of your scheduled garbage collection day.
- Place all household garbage in the gray cart provided. If the cart is full, place additional containers and/or tied bags, not exceeding 40 lbs. each, alongside the gray cart on scheduled collection days.

Curbside Yard Waste Service

- Pickup once a week.
- Place your bags curbside **by 6:00 a.m.** of your scheduled garbage collection day.
- Grass clippings, small limbs and small piles of brush need to be BAGGED. This will be collected along with any bulk items with yard trash on your collection day.

Curbside Bulk Items Collection

- Pickup once per week.
- Items collected include: tree limbs, old furniture, refrigerators, air-conditioning units, mattresses, bedsprings, large debris, cardboard boxes, etc. **(NO: TIRES, TV's or WET PAINT CANS ALLOWED)**
- No item may weigh over 700 pounds and no item or tree limb may be over 6' to 8' long.
- Freon must be removed from the refrigerators and cooling units, and they must be tagged appropriately by a certified technician.
- Contractors and tree surgeons are responsible for removing construction debris.

All garbage, yard debris and trash should be placed outside fenced in yard areas no further than 4 ft. from the curb, and away from any obstacles (such as guide wires and/or electrical lines, buildings, fences, low-lined tree limbs, mailboxes, pole/posts, vehicles, and/or trees). All items must be bagged, if size permits. (All items placed out for pickup will be removed with waste collection.)

If you have any questions, call Advanced Disposal at 251-443-8555 or Chickasaw City Hall at 251-452-6450, option 2.

Holiday Schedule

There will be no pickup on the following holidays:

New Year's Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

(All routes will run one day behind after holidays.)

Your scheduled days for collection are:

Garbage Cart/Can: Monday/Thursday or Tuesday/Friday

Yard Trash/Bulk Items: Monday Tuesday Wednesday Thursday or Friday