

This letter is to notify each customer of revisions for the city's utility rates.

The following items will become effective on the <u>October 1, 2025</u> bill for October trash collection for all residential customer. Trash is paid one month in advance; the new trash rate will appear on the September water usage billing statement.

- 1. Trash collection rate will increase from \$19.32 to \$20.25 per month; this is a \$.93 cent increase.
- 2. Customers that fail to remove their trash carts from the City ROW after trash collection will receive a \$10.00 fee per cart applied to their water bill.

Trash collection is on Wednesday's starting at 6:00 am, the trash cart must be removed from the City ROW no later than 6:00 am on Friday morning. This charge will occur for each trash cart left in the ROW each week. Please put your trash carts back at your home or behind the light poles as soon as trash is collected.

Contact city hall for the new rates on the Commercial Accounts.

The following items will become effective on the November 1, 2025 bill for October water usage.

The Base Rate usage increase will cover the cost of operations at the water & sewer plants. A rate study has been added to the city website showing a comparison to our rates and other towns close to our population. This can be viewed at https://cityofwells.us/customer-public-notices

Water Base Rates will increase; the initial rate charged before usage is billed.

Water Base Rate will increase from \$41.46 to \$45.86 = (\$4.40 increase)

Sewer Base Rate \$24.44 (no increase)

Outside the city limits rates: Water rate $+ \frac{1}{2}$: \$45.86 + \$22.93 = \$68.79 (\$6.57 increase)

Sewer rate $+ \frac{1}{2}$: \$24.04 + \$12.02 = \$36.06 (no increase)

Commercial property will be raised based on meter size. Please contact city hall for rates.

Usage Rates will not increase, bills are based on the amount of water that is used for the month plus the base rate charge. .

All usage after the base rate will stay the same:

1 - 2,000 gallons	\$3.00 per thousand gallons
2,001 - 6,000 gallons	\$3.25 per thousand gallons
6,001 - 10,000 gallons	\$3.50 per thousand gallons
10,001 - 50,000 gallons	\$4.25 per thousand gallons
all over 50,000 gallons	\$4.50 per thousand gallons

Questions regarding this matter may be addressed at the city council meeting held on the second Monday of each month; Time 7:00 P.M., Location City Hall 293 Rusk Ave, Wells, TX 75976.

Speakers must arrive 15 minutes before the meeting to sign up for 3-minute speaking time. A copy of the Customer Rules & Regulations can be obtained at city hall or on our website https://cityofwells.us/new-resident-resources.

Link to Low Income Assistance in the State of Texas

Helping Hands

If you'd like to speak with a Case Manager from Helping Hands about your hardship and explore available assistance and benefits, please call us at 844-674-2926 https://helpinghandsact.com/

Texas Department of Housing and Community Affairs https://www.tdhca.texas.gov/help-for-texans

Texas Information and Referral Network (Dial 2-1-1) Services for the City of Wells in Cherokee county:

2-1-1 Texas, administered by the Texas Health and Human Services Commission, is an information and referral resource that connects consumers to services, such as rent and utility payments, food, medical and mental health, transportation, etc.

Contact Information	
Business Phone:	(877) 541-7905
Toll Free Phone:	(877) 541-7905
Web Site:	www.211texas.org
Mailing Address	
Address:	PO Box 149347
City:	Austin
State:	TX
Zip:	78714
County:	TRAVIS

This list is provided for informational purposes only. The Texas Department of Housing and Community Affairs (TDHCA) does not guarantee the availability of funding. The information listed is voluntarily

Find help covering Energy Bills for low-income households:

Greater East Texas Community Action Program | Low Income https://get-cap.org/

Greater East Texas Community Action Program (903) 589-5060

Cherokee County Community Action 613 E Rusk St, Jacksonville, TX 75766 (903) 589-5060

Texas Gas Services

800-700-2443 for assistance or set up an account by visiting this link:

https://www.texas gasservice.com/save-money/assistance-programs/low-income-home-energy-assistance-program