

**Wells City Hall  
Monday-Friday 8:00 a.m. - 5:00 p.m.**

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**City Hall (936) 867-4615  
Police Department (936) 867-5593**

**\*After Hours Emergency Contacts\***

**Water & Sewer (430) 244-9247 Text Only**

**Police Emergency Call 911**

**Non-Emergency (903) 683-2271**

**Alto Natural Gas Emergency (936) 858-4711**

**City of Wells Water Service**

**Subscribe for text alerts at [www.cityofwells.us](http://www.cityofwells.us)**

**Water Payments are due on the 1<sup>st</sup> of every month;  
On the 17<sup>th</sup> of the month, a 10% late fee is applied to all unpaid bills;  
The final day to pay water bills is the 25<sup>th</sup> of each month;  
On the 26<sup>th</sup> of every month, a \$100.00 non-payment fee  
will be added to all unpaid bills, and services will be disconnected.  
(NO EXCEPTIONS)**

**Trash pickup is mandatory in the City of Wells.  
Service that is not paid will be charged the non-payment fee.**

**Water payments can be made at city hall during regular business  
hours, placed in the city drop box after hours, by mail or making a  
payment online at <https://www.cityofwells.us/payment-options>  
(\$3.00 per \$100.00 card fee applied)**

**Make checks/money orders payable to the City of Wells**

**FAILURE TO RECEIVE A BILL DOES NOT WAIVE  
ANY PAST DUE PENALTY**

**All rules and regulations are set by the city council.  
You can discuss these rules and regulations with the council  
at the regular meetings held on the 2<sup>nd</sup> Monday of every month.  
The meetings are held at city hall @ 7:00 p.m.**

**Please contact the city secretary to have your topic added to the agenda.  
City Employees cannot change the rules and regulations set by the city council.**

## **NON-PAYMENT ACCOUNTS/DISCONNECTION OF SERVICE**

If services are disconnected for failure to pay, your account will remain on non-active status for 30 days, your account will be closed, and the deposit will be applied to the final balance. A new deposit will be required to start your service again, and any balances owed must be paid.

## **MOVING NOTIFICATION**

In the event that you are moving to another address inside the city limits or to another town, please contact City Hall to report your account transfer/ termination date and your forwarding address.

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**City Hall will be closed in observance of the following holidays.**

**If the holiday falls on a weekend, we will be closed the Monday following the holiday.**

New Year's Eve **	New Year's Day
Martin Luther King Day	President's Day
Memorial Day	Juneteenth
Independence Day	Labor Day
Columbus Day	Veteran's Day
Thanksgiving (Thursday & Friday)	Christmas Eve/Day

**\*\* (1/2 day open 8-12)**

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## **REMINDER**

**Trash Pick-Up is every Wednesday**

**Please have your trash container at the road by 7:00 a.m.**

**All trash must be placed inside a trash bag before being put into the container.**

**Please remove your container from the street after your trash has been picked up.**

**All trash cans not removed from the roadway by 6:00 a.m. the Friday after trash collection will be billed \$10.00 for the cart being left in the city ROW.**

**Contact City Hall for holidays and any questions regarding your trash collection.**

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**Water customers that live outside the city limits of Wells will need to contact a sanitation company of your choice to set up trash service.**