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

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

Water Payments are due on the 1st of every month;
On the 17th of the month, a 10% late fee is applied to all unpaid bills;
The final day to pay water bills is the 25th of each month;
On the 26th 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 2nd 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.

REVISED 2/9/2021 EFFECTIVE 03/01/2011

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.

Trash Carts will need to be out by 6:00 am in July, August & September

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

Contact City Hall for holidays and have 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.