

This letter is to notify each customer of some of the most important things to know about the City of Wells rules and regulations. Pick up a copy of the rules and regulations at city hall.

1. We are having a lot of problems with wipes and other trash ending up in our sewer system. It's essential NOT to flush anything besides toilet paper down the commode into our sewer system.
Wipes of all kinds can not be flushed down the toilet. This includes wipes that say they are flushable, baby wipes, disinfecting wipes, clothes, toys, condoms, sanitary products, and plastic of any kind. Our system can not process trash, and it will cause damage to the sewer system. If we lose our sewer system, the City of Wells utility system will shut down causing severe problems and sewer back up into customers' homes.
2. Trash carts are assigned to each utility account and should not be moved from one address to another address. If a customer needs a second trash cart, a broken trash cart replaced, or does not have a trash cart at their address please contact city hall for assistance.
3. Trash collection is on Wednesday of each week. Trash carts must be out on the street by 6:00 am for collection, and all trash must be bagged and boxes flattened in the cart for collection. No personal trash cans can be used for collection and trash can not be sitting on the ground. Trash carts are to be removed from the road (city right-of-way) by 3:00 pm on Thursday. All trash carts that are not removed from the road (city right-of-way) will receive a \$5.00 fee on the Friday following trash collection.
4. It is required that all properties connected to the city utility meters have their own personal shut-off valve. If the city is called to turn off service due to a water leak a personal shut-off valve will be installed at the customer cost of \$50.00 for supplies and installation. If you are a renter your property owner should take care of the personal shut-off valve. The installed personal shut-off should be working properly and is the property owner's responsibility to make repairs. **Only city employees are allowed to turn off water meters.**
5. Please call city hall and update your contact information. Each month we have to call customers regarding leaks and most customers have old contact information on file. Your current contact information can be written on the back of your bill when payment is received we will update your file. Call (936) 867-4615; email cityofwells@consolidated.net or notify us through our website www.cityofwells.us.
6. Each property owner in the city limits of Wells is required to post the correct assigned 911 address on the front of their home or in the front of the property. Please verify that you have the correct 911 address on your property by checking the printed address on the utility bills that we send out monthly; if you need more information please contact city hall.

THE CITY BETWEEN TWO RIVERS

Tony McKnight, Mayor ~ Gordon Cole, Mayor Pro-Tem ~ Billie Petty, Councilmember
Eva Alexander, Councilmember ~ Clint Smith, Councilmember ~ Robert Kalka, Councilmember