





UTILITY BILLING: WATER & SOLID WASTE

UTILITY BILLING OFFICE 100 W ELDORADO PARKWAY SECOND FLOOR (ABOVE LIBRARY) LITTLE ELM, TEXAS 75068 HOURS OF OPERATION
MONDAY-THURSDAY 7:30 A.M.-5:30 P.M.
FRIDAY 7:30-11:30 A.M.
EMAIL: UTILITYBILLING@LITTLEELM.ORG

Welcome to the Town of Little Elm Utility Billing Office. All residents are billed monthly for water, sewer, and solid waste. There are two ways to set up service: visit our office in person or apply for service over the phone.

To set up water service, please submit the following to the Utility Billing Office:

- Government-issued identification for all parties to be included on the water account.
- Proof of ownership (copy of HUD closing statement) or lease agreement.
- Contact information.
- Date service should be initiated.

After submitting the required documentation to the Utility Billing Office, please call 214-975-0480 to complete the application process.

You can set up ONE-TIME or RECURRING credit card payments by visiting www.littleelm.org/1379/Online-Bill-Pay-Options.

Access the online payment system 24 hours a day, seven days a week. Online payments are processed immediately at no additional charge.

Mastercard, Visa, Discover, and debit cards are accepted for credit card payments.

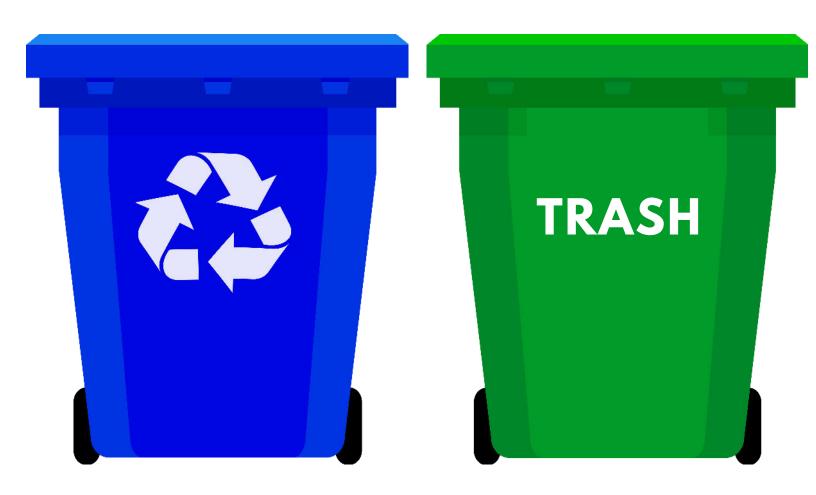
You may also pay with cash, check, or money order in person at the Utility Billing Office located at 100 W. Eldorado Parkway.

RESIDENTIAL TRASH & RECYCLING GUIDELINES

The Town of Little Elm contracts solid waste and recycling services out to Community Waste Disposal (CWD).

Little Elm residents receive ONE 95-gallon gray trash cart and ONE 95-gallon blue recycling cart. Extra carts are available for an added monthly fee through Utility Billing. The gray trash cart is for solid waste only. The blue trash cart is for recycling materials only.

Since CWD uses the single-stream recycling method, residents may place all recyclable items inside the same recycling cart. Recyclables should be empty, clean, and dry and placed loosely inside the recycling cart. Please do not bag your recyclables.



BULK TRASH & BRUSH GUIDELINES

Acceptable Bulk Trash & Brush Items

- Mattresses and box springs
- Kitchen appliances (ex. dishwasher, stove, coffee maker, microwave oven, and toaster)
- Washing machines and dryers
- Water heaters (drained)
- Refrigerators/freezers (refrigerant must be removed by a professional and have a label indicating the removal on the appliance)
- Cardboard boxes (broken down, bundled, and tied)
- Carpet bundled in 4-foot lengths
- Tree limbs (need to be 4 ft. by 2 ft. bundled & tied)
- Brush (grass and leaves bagged)
- Fence panels no bigger than 4 ft. by 6 ft.
- Toys and yard tools that are labeled "trash"

Not Acceptable Bulk Trash & Brush Items

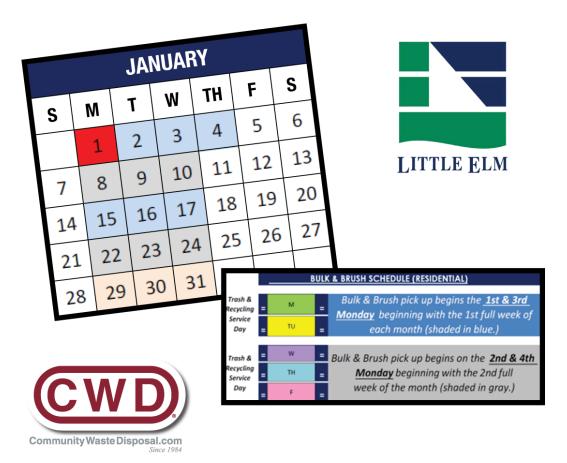
- Household Hazardous Waste (ex., paint, motor oil, pool chemicals, fuel, poisons, fertilizers, pesticides, herbicides, fluorescent lamps and bulbs, lamp ballasts, smoke detectors, medical waste, and certain cleaning chemicals)
- Commercial/residential construction and remodeling debris (please call CWD at
- 972-392-9300, Option 2, for an estimate)
- Tires
- Batteries
- Miscellaneous automotive parts
- Loose debris (debris must be placed in a box or container no larger than 2 ft. x 2 ft. x 4 ft.) and weigh no more than than 50 lbs.

WHERE DO I PUT MY BULK & BRUSH FOR PICKUP?

Bulk Trash & Brush MUST be placed curbside by **7 a.m.** on your designated collection day or your bulk collection week and will be collected by that evening.

If you miss your scheduled Bulk Trash & Brush week, the Town provides a Courtesy Drop Site for its residents located at 1690 Eldorado Parkway. Please provide a current utility bill and photo identification. Hours of operation are Friday 4-8 p.m. and Saturday and Sunday 8 a.m.-5 p.m. or until full.

January 2024 **Bulk Collection Schedule**

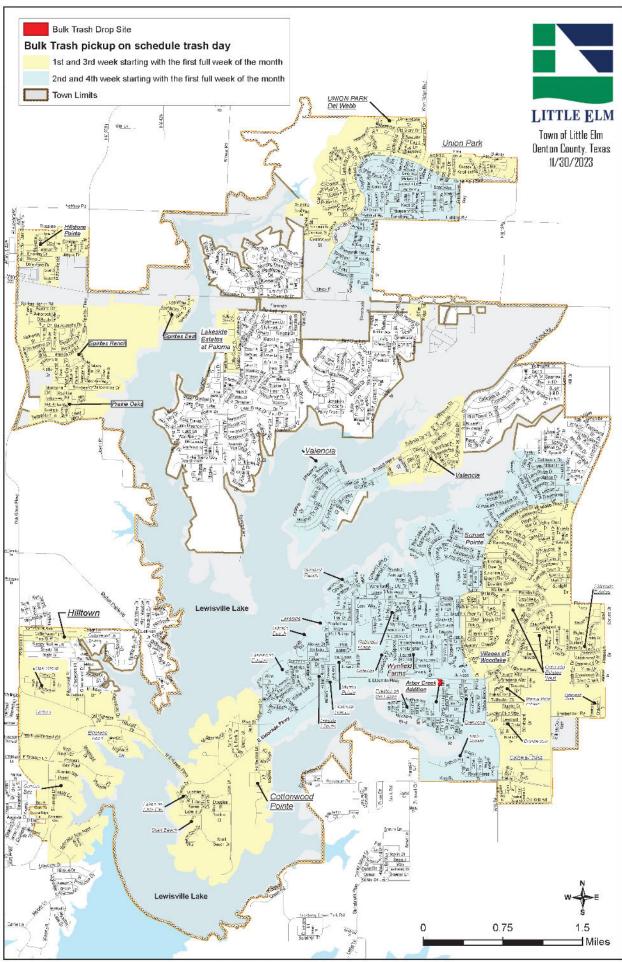


Are your CWD Residential Trash and Recycling or Bulk Trash and Brush Pickup Days changing for 2024?

Use this application to verify by typing in your address at the top left side of the screen. This application is for the Town of Little Elm residential service only. If you have any questions regarding this map, please get in touch with gis@littleelm.org.

Look up your address here for your new service date (beginning February 5, 2024): https://bit.ly/3tEn4fu

If you do not see your address, another company like Republic may service you, or you are outside the Town's service area.



LITTLE ELM 2024 BULK & BRUSH COLLECTION SCHEDULE

PLEASE ENSURE BULK AND BRUSH ITEMS AT CURB NO LATER THAN 7:00 A.M. ON YOUR SERVICE DAY

BULK & BRUSH
SCHEDULE CHANGE
BEGINNING
FEBRUARY 2024
>>>

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| | DECEMBER | | | | | | | | | | |
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| 29 | 30 | 31 | | | | | | | | | |

When are my Bulk & Brush days?

DENOTES OBSERVED HOLIDAY

1 Find your address on the map.

QUESTIONS OR CONCERNS?

CONTACT CWD

2 Determine if you are in a YELLOW or BLUE zone.

CUSTOMERSERVICE@CWD.TO

972.392.9300/OPTION 2

Look at the color-coded weeks above. You will be serviced on your trash day during your scheduled weeks.







Town of Little Elm Solid Waste Holiday Schedule 2024 ** RESIDENTIAL SERVICES SCHEDULE ONLY **

New Year's Day – Monday, January 1

Monday 1/1 – **NO COLLECTION**Tuesday 1/2 – **Monday's** Trash/Recycling
Wednesday 1/3 – **Tuesday's** Trash/Recycling
Thursday 1/4 – **Wednesday's** Trash/Recycling
Friday 1/5 – **Thursday's** Trash/Recycling
Saturday 1/6 - **Friday's** Trash/Recycling

MLK, Jr. Day - Monday, January 15

Monday 1/15 – Regular Collection Tuesday 1/16 – Regular Collection Wednesday 1/17 – Regular Collection Thursday 1/18 – Regular Collection Friday 1/19 – Regular Collection *No Disruption of Services*

Good Friday - Friday, March 29

Monday 3/25 – Regular Collection Tuesday 3/26 – Regular Collection Wednesday 3/27 – Regular Collection Thursday 3/28 – Regular Collection Friday 3/29 – Regular Collection *No Disruption of Services*

<u> Memorial Day – Monday, May 27</u>

Monday 5/27 – Regular Collection Tuesday 5/28 – Regular Collection Wednesday 5/29 – Regular Collection Thursday 5/30 – Regular Collection Friday 5/31 – Regular Collection *No Disruption of Services*

Independence Day – Thursday, July 4

Monday 7/1 – Regular Collection Tuesday 7/2 – Regular Collection Wednesday 7/3 – Regular Collection Thursday 7/4 – **NO COLLECTION** Friday 7/5 – **Thursday's** Trash/Recycling Saturday 7/6 – **Friday's** Trash/Recycling

<u>Labor Day – Monday, September 2</u>

Monday 9/2 – Regular Collection Tuesday 9/3 – Regular Collection Wednesday 9/4 – Regular Collection Thursday 9/5 – Regular Collection Friday 9/6 – Regular Collection *No Disruption of Services*

Thanksgiving - Thursday, November 28

Monday 11/25 – Regular Collection Tuesday 11/26– Regular Collection Wednesday 11/27 – Regular Collection Thursday 11/28 – *NO COLLECTION* Friday 11/29 – *Thursday's* Trash/Recycling Saturday 11/30 – *Friday's* Trash/Recycling

<u>Christmas – Wednesday, December 25</u>

Monday 12/23 – Regular Collection
Tuesday 12/24 – Regular Collection
Wednesday 12/25 – NO COLLECTION
Thursday 12/26 – Wednesday's Trash/Recycling
Friday 12/27 – Thursday's Trash/Recycling
Saturday 12/28 - Friday's Trash/Recycling



Customer Service: 972.392.9300/Option 2

PUBLIC WORKS



1600 MARK TREE LANE LITTLE ELM, TEXAS 75068 972-377-5556

HOURS OF OPERATION MONDAY-FRIDAY 7 A.M.-3 P.M.

Welcome to the Little Elm Public Works Department, an American Public Works Accredited Agency. We are here to help you maintain the town's infrastructure.

The Public Works Department is responsible for six divisions:

- Stormwater Operations
- Streets
- Waste Water Collections
- Waste Water Treatment
- Fleet
- Water Division (water operations, water quality)
- Solid Waste (trash, recycling)



COURTESY DROP SITE GUIDELINES

Accepted Items:

Metal | Brush and Tree Limbs |
Cooking Oils (sealed tightly with a
screw top lid) | Carboard and General
Waste | Furniture, Mattresses, and
Box Springs

Please note that there will be no staff to assist with the loading and unloading of any solid waste or brush/tree trimmings.

This site is not a landfill and has very limited space; therefore, we must ensure all items are residential waste or recycling.

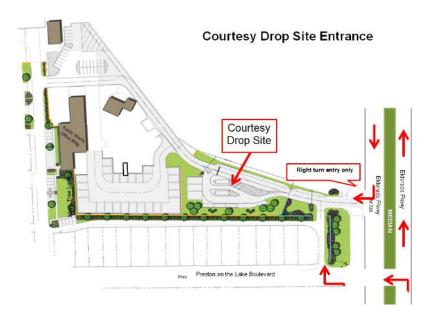
We cannot accept contractor debris such as an entire wood fence that has to be replaced, roofing shingles, or bricks. These items should be disposed of by the contractor as part of the project cost.

The Courtesy Drop Site is located at 1690 E. Eldorado Parkway and is open to Little Elm Residents with an active water or trash account. There is no fee to use the drop site. Please bring your most recent utility bill and photo ID with your matching Little Elm address.

Hours of Operation:

FRIDAY 4-8 P.M.
SATURDAY 8 A.M.-5 P.M.
SUNDAY 8 A.M.-5 P.M.
(OR UNTIL FULL)

Please note these hours may be impacted by holidays.





RESPONSIBLE WATER USE

Water Conservation Tips

- Check bathroom and kitchen faucets, pipes, and toilets for leaks.
- Turn off the kitchen faucet while scrubbing pots and dishes.
- Install water-saving shower heads and take shorter showers.
- Turn off the running water while soaping your hands and brushing your teeth.
- Use your dishwasher and washing machine only when fully loaded.
- Use a broom, not a hose, to clean driveways and sidewalks.
- Place mulch around plants to hold water in the soil.
- Water your yard and outdoor plants early or late in the day to reduce evaporation.
- Reduce water runoff by planting native plants in gardens.

Adjust Your Irrigation Controller to Meet the Needs of Your Lawn and the Changing Seasons

- In hot, dry weather, water shrubs and flowers daily.
- Morning, around 2-8 a.m., is the best time to water.
- The rule of thumb for lawns is to water one inch deep each time you water.
- It's better for the lawn to water heavily and less frequently than to mist it daily.
- Pay attention to high-sun areas of the lawn.
- Don't forget that even mature trees need water, too.



SOLID WASTE & LITTLE ELM ORDINANCE

Your trash and recycling containers shall be placed at the curb no earlier than 7 p.m. on the day prior to the scheduled collection day.

To ensure collection; trash and recycling containers must be placed at the curb no later than 7 a.m. on the day of collection.

Trash and recycling carts and any other unacceptable waste or recyclables shall be removed from the curb or other designated point by the resident no later than 7 a.m. on the day following their scheduled collection day.

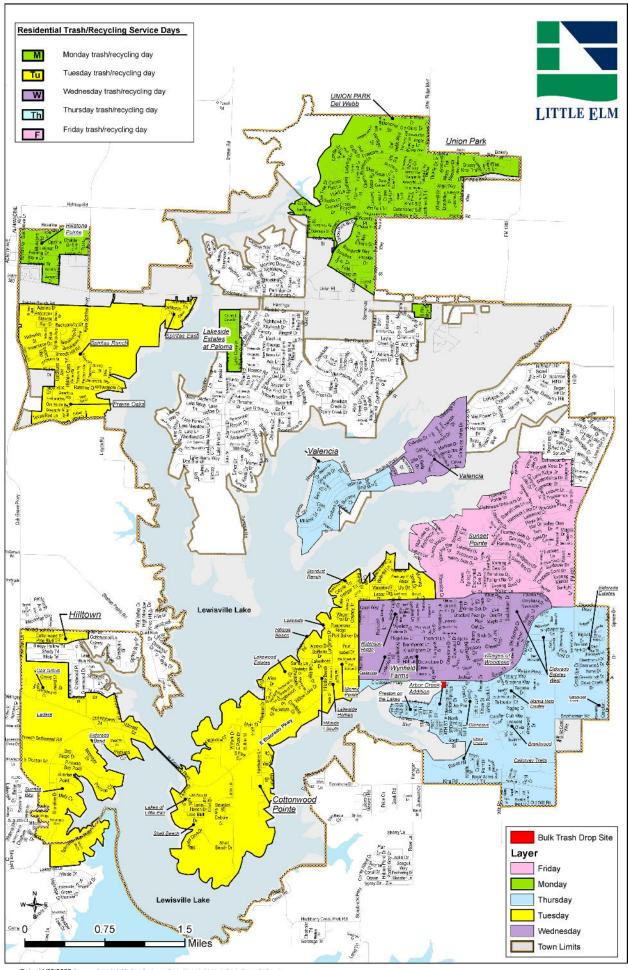
Your homeowners association (HOA) may have more stringent requirements for trash and recycling cart storage. Please check your HOA governing documents for details.

TOP FIVE REASONS SOLID WASTE AND RECYCLING PICKUP CAN BE UNSUCCESSFUL:

- 1. The cart was placed too close to the mailbox
- 2. A vehicle was blocking access to the cart
- 3. The cart was put out after 7 a.m.
- 4. The cart lid was unable to be closed and overflowing
- 5. Carts were placed too close together

For missed trash pickup, please call Utility Billing at 214-975-0480.

MONDAY-THURSDAY 7:30 A.M.-5:30 P.M. FRIDAY 7:30-11:30 A.M.



CLEAN AND GREEN GUIDELINES

The Clean & Green events occur twice yearly at the Public Works Service Center. These special events are FREE for Little Elm residents and provide an opportunity to dispose of household trash items that are not accepted for regular or bulk trash pickup responsibly.

This is the perfect time to purge your homes, sheds, and garages of unwanted/unused paints, pesticides, tires, engine oil, automotive batteries, electronics, and more!

2024 - April 20 and October 5 from 8 a.m. to noon.





KEEP LITTLE ELM BEAUTIFUL



Keep Little Elm Beautiful (KLEB) is a nonprofit organization looking for volunteers like yourself to join our team and do your part in keeping Little Elm beautiful. The board meets at 6 p.m. on the third Wednesday of every month.

KLEB hosts several events throughout the year. The Shredding Event occurs twice a year, once in the spring and once in the fall.

These events are FREE for Little Elm residents and provide an opportunity to dispose of any sensitive documents that need to be shredded.

KLEB offers a neighborhood clean-up trailer to residents and organizations in Little Elm. The trailer contains equipment such as pickers, trash bags, and safety vests to clean up litter around town. This trailer may be reserved and taken to different parts of the community.

For more information, please visit https://www.littleelm.org/489/Keep-Little-Elm-Beautiful or email KLEB75068@gmail.com.

Keep Little Elm Beautiful PO BOX 1416 Little Elm, TX 75068



THINGS YOU CAN RECYCLE

GLASS BOTTLES &
CONTAINERS
BOTELLAS Y ENVASES DE
VIDRIO



PLASTIC CONTAINERS
#1 - 5 & #7
(NO STYROFOAM)
RECIPIENTES DE PLÁSTICO
NÚMERO UNO
HASTA CINCO Y NUMERO
SIETE
(NO POLIESTIRENO)





CORRUGATED
CARDBOARD
& BOXBOARD
CAJAS DE CARTÓN Y
CARTULINA GRIS







WAX-COATED
PAPER DRINK
CONTAINERS
RECIPIENTES DE
PAPEL
ENCERADO PARA
BEBIDAS

NEWSPAPERS PERIÓDICOS





THINGS YOU CAN'T RECYCLE



PACKAGING MATERIALS



STYROFOAM





PAPER TOWELS/TOILET TISSUE





LIGHTBULBS/WINDOW PANES



SHREDDED PAPER
THE SMALL PIECES GET CAUGHT IN
RECYCLING EQUIPMENT.





PAPER & PLASTIC FOOD SERVING ITEMS
THESE ITEMS ARE NOT RECYCLABLE FOR
MANY REASONS, INCLUDING PROBABLE
FOOD CONTAMINATION AND CUTLERY SIZE.