

200 S. Main Street
PO Box 826
Cibolo, TX 78108

Welcome to The City of Cibolo



Important Numbers

City Hall
210-658-9900

Police Department
210-659-1999

Dispatch (Non-Emergency)
210-619-1200

Municipal Court
210-658-7324

Community Development
210-658-4175

Cibolo Fire Department
Station 1 210-858-3297
Station 2 210-858-3291

Post Office
210-658-2631

GVEC
210-658-7033

Green Valley SUD
830-914-2330

County Tax Office
Schertz
210-945-9708

SCUCISD
210-945-6200

DPS
830-625-8111

City Hall Fax
210-658-1687

Established in 1965, the City of Cibolo started out as a little country town between the cities of San Antonio and Austin. As more people moved northeast to the suburbs, our little country town began to grow. With less than 500 residents in 1990, we are now 30,000 residents strong as of 2018, and are lucky enough to keep growing each year.

Get involved

City Council usually meets every second and fourth Tuesday of each month at 6:30 PM

There is a "Citizens to be Heard" agenda item, where a citizen may sign up to speak about issues of interest or concern.

To see a calendar of all the committees and meeting times, view the Calendar section of the City website - www.cibolotx.gov

- 1st Wednesday, 6:30 PM Parks Meeting
 - 2nd & 4th Wednesday, 1:30 PM Municipal Court
 - 2nd Wednesday, 6:30 PM Planning & Zoning Meeting
 - 3rd Thursday, 6:00 PM Economic Development Meeting
- Most meetings are held at City Hall at 200 S. Main, Cibolo, TX.

City Offices are open Monday to Friday 8:00 am to 5:00 pm

Should a holiday fall on a Saturday, city offices will be closed the business day before. Should a holiday fall on a Sunday, city offices will be closed on the following business day.

Standard holiday closures for city offices:

- New Years Eve
- New Years Day
- MLK Day
- Presidents Day
- Good Friday
- Memorial Day
- 4th of July
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving & the following Friday
- Christmas Eve
- Christmas Day

Drainage Utility District

To provide funding for storm water management, the City of Cibolo collects a drainage utility fee.

The amount of impervious surfaces, such as rooftops, driveways and parking areas, can impede natural infiltration and increase the rate and volume of storm water runoff that must be collected and carried by the City's drainage system. The rate is based off of the impervious cover on each developed parcel.

This amount is included on your utility bill each month.



Water Conservation Policy

April 1 through October 31 – Use of irrigation systems are prohibited between the hours of 10 AM through 8 PM

From November 1 through March 31 – Use of irrigation systems are prohibited between the hours of 10 AM through 2 PM.

Sprinkler systems are not allowed to run on Sundays.

You are allowed to hand water at anytime.

Be Sprinkler Smart!

Check your sprinkler system often to ensure it is running like you want. Keep an eye out for wet spots in the yard, this may indicate a leak in the system or a broken

Winter Sewer Average

Sewer Averaging takes place each year beginning in November and completing each February. Your new sewer rate will apply on your billing due in April.

If you suffer a water leak during this time, and have the issue repaired, make sure to apply for a sewer adjustment, bring in a copy of the repair bill to the Utility Billing office no later than June.

If your water service is through Green Valley Special Utility District, a consumption history for December, January, and February is provided to us each year for calculating your winter average.

Filling a pool during this time? Bring in a letter with the approximate consumption to have the pool waived.

Police Department and Animal Services

Cibolo Police Department is located at 162 Loop 539 in Cibolo, if you need non-emergency assistance, please call Schertz Dispatch at 210-619-1200, in the event of an emergency, dial 911.

Alarm permits are required for all alarm systems at homes, monitored or not, the permit can be obtained through the Police Department.

The Cibolo Animal Shelter is located at 108 Cibolo Dr. to reach Animal Services call 210-659-4851

If you have a dog or a cat, pets must be vaccinated and registered with the City. Homes are limited to 3 pets of each species. To register your pet(s), please bring the most recent vaccination certificate to the Police Department to obtain a city license.

Did you know?

The City of Cibolo offers several ways to make your payment accepting cash, check, or credit/debit card. Visit City Hall between 8 AM and 5 PM any day Monday to Friday. A 3% fee is assessed when accepting credit card payments.

We also offer online payments, see your monthly statement for your account number and pin code to access your online account and make a one time payment, a 3% fee is assessed on all online payments. The City also offers a payment drop box in the parking lot of City Hall, this box is checked daily at 8 AM.

Billing Dates, Payments and Charges

The City of Cibolo has two billing cycles— **Cibolo Water customers** who reside off Main Street and Cibolo Valley Drive, and **Cibolo Sewer and Garbage customers** off FM 1103 and Cibolo Valley Drive are cycle 1 and **Cibolo Water customers** who reside off FM 1103 are cycle 2.

<u>Important Monthly Dates</u>	<u>Cycle 1</u>	<u>Cycle 2</u>
Meter Read Date (Cibolo Water Customers)	15 th of each month	1 st of each month
Due Date and ACH Draft Date	15 th of each month	1 st of each month
Penalty Date	18 th of each month \$10.00 penalty added at close of business	4 th of each month \$10.00 penalty added at close of business
Disconnect Date	25 th of each month \$25.00 penalty added at noon	11 th of each month \$25.00 penalty added at noon
Billing Date	30 th of each month	16 th of each month

*Please note – if the above listed date falls on a weekend or holiday, the date will move to the following business day at noon, with the exception of **ACH DRAFT**, which will be processed the business day BEFORE.*

Water Rates

Residential Water Rates

<u>Total Gallons Used</u>	<u>Cost</u>
1,200 gallons or less	\$12.50 Special Base Rate
1,201 gallons +	\$12.50 Addt. Base Rate
1,201 to 7,000	\$5.50 per 1,000 gallons
7,001 to 15,000	\$7.00 per 1,000 gallons
15,001 to 30,000	\$8.50 per 1,000 gallons
30,001 to 50,000	\$10.00 per 1,000 gallons
50,001 +	\$12.50 per 1,000 gallons

- To request an extension of your due date call the City of Cibolo Utility Billing Office at least 1 day prior to your disconnect. Accounts are allowed 4 per calendar year.
- Any account that has received two returned checks in a calendar year, will be placed on a cash only payment option. After two years of good payment history, account holders may request to be taken off cash only.
- Deposits are returned on accounts with two years of good payment history. If your service ends before the two years, it will be applied to your final bill.

Waste Water Rates

Residential Rates

3,000 gallons or less	\$16.50 base rate
Each 1,000 gallons after	\$4.95 per 1,000 gallons

What can be recycled?

Recyclable

These items can be recycled in one container with All-in-One Recycling™



Paper

- Newspaper
- Envelopes
- Junk mail
- Phone books
- Brochures
- Magazines



Cardboard

- Ream wrappers
- File folders
- Poster board
- Frozen food boxes
- Cardboard boxes
- Milk cartons



Plastic

- Water bottles
- Take-out containers
- Soda bottles



Aluminum/Metal

- Aluminum beverage cans
- Food cans
- Scrap metal



Glass*

- Beverage containers
- Glass food jars

*Glass recycling varies by location.

Special handling

These items should never be mixed with regular recycling and require special handling. Learn more at RepublicServices.com

- Incandescent light bulbs
- Fluorescent tubes
- Computers & electronics
- Needles or syringes
- Hazardous waste
- Paint
- Toxic material containers
- Yard waste

Non-recyclable

- | | |
|---------------|-------------------------|
| Aerosol cans | Plastic bags |
| Aluminum foil | Shredded paper |
| Batteries | Stickers/Address labels |
| Clothing | Tissue |
| Food waste | Styrofoam |
| Napkins | Papertowels |
| Mirrors | Glass windows |
| Ceramic | Pyrex |

For more information on recyclables, visit RepublicServices.com



We'll handle it from here™

Garbage Services

- Your Cibolo utility bill includes the garbage and recycle fee. To ensure removal, please set your garbage out **by 7:00 AM** Garbage pick up is for house hold waste only.
- The City also offers chipper service for residents who trim their trees. The City does not accept palm tree trimmings or cactus. For additional information and to sign up, please visit cibolotx.gov, the deadline for submittal is Friday at end of business unless noted online. Beginning January 2019, a \$20 fee will be charged to your utility account for the service.
- During the summer, trash collection service increases to twice a week. Service changes will be noted on your bill.
- Recycle collection is only on your regularly scheduled day.
- The City of Cibolo provides one (1) 95 gal. garbage cart for solid waste collection and one (1) 18 gal. recycle bin **or** (1) 95 gal. recycle cart. If your receptacle becomes damaged or goes missing, contact the Utility Billing Office for a replacement. The replacements may take up to 10 business days, during this time, the receptacle must stay at the curb.
- In addition to your provided cart, you are allowed 6 additional bags **OR** one additional cart.

Service Days

*additional day in parenthesis

Monday (Thursday)
Collection Day

Willow Point

Tuesday (Friday)
Collection Day

Deer Creek
Thistle Creek
Falcon Ridge
Dobie Heights
Bentwood Ranch
Woodstone
Lantana
Braewood
Springtree
Cher-Ron

Wednesday (Saturday)
Collection Day

Town Creek Village
Gateway
Stone Brook
Cibolo Valley Ranch
Riata Oaks
Charleston Parke
Turning Stone
Landmark Point
Buffalo Crossing
Cibolo Vista
Heights of Cibolo
Saddle Creek Ranch
Saratoga
Foxbrook
All Annexed Areas
Red River Ranch

Did you know?

Republic Services offers residential bulk pick up every 60 days, free of charge. To schedule a pick up for non-hazardous, large items, please visit cibolotx.gov.

Deadline for following week pick-up, is Thursday at noon, unless otherwise noted.

Republic Services also offers a Spring and Fall Clean-up during the year. This 6 day clean up will include a one day drop off for hazardous liquids up to 10 gallons per household, and four tires.



Community Development Services

Planning and Engineering & Code Enforcement

Should you plan to construct, enlarge, alter, demolish, move, repair, or change the occupancy of your building, structure or property (Including electrical, plumbing and/or mechanical), please keep in mind that inspections and permits may be required. In addition, some home owners' associations also need to approve your changes. Before any work is started, contact the permits and inspections division.

For work done by the homeowner, the homeowner should contact the permits department for applicable permits. If the work is completed by a contractor, the contractor must contact the City for the permits. Code Violations are handled through the Code Enforcement division of the Community Development Department. If you see a violation, such as high grass and weeds, contact our office and ask for the Code Enforcement Officer or visit our website to file a concern.

Please call 210-658-4175 or visit the Online Action Center at www.mygov.us.

A message from Cibolo Creek Municipal Authority Keep pesticides out of CCMA's Sewer System

The wastewater from our homes and businesses is carrying synthetic pesticides such as diazinon, dursban, and malathion into the Cibolo Creek Municipal Authority's wastewater treatment plant. When this wastewater enters CCMA's wastewater treatment plant, these synthetic pesticides cannot be removed. If these synthetic pesticides are not kept out of the wastewater from our homes and businesses, YOU as a City of Cibolo water utility customer will have to pay for corrective measures.

The only GUARANTEED way to keep these synthetic pesticides out of the sewer system is for City of Cibolo residents to STOP USING DIAZINON and decrease their use of other synthetic pesticides. PLEASE do not wash out any containers and allow water to go into the drain, that have previously held any of these pesticides. For information on alternative pest control methods and proper use of synthetic pesticides, contact CCMA at 658-6241.

Other Helpful Links

Taxes

City of Cibolo taxes are billed by and payable at the Guadalupe County Tax Assessors Office. Automobile tag replacement and renewals for Guadalupe County residents are also available. The county tax office is located in Seguin, and the local annex office is at 1101 Elbel Suite #1 in Schertz. (210) 945-9708



School District Information

Schertz-Cibolo-Universal City Independent School District main office phone number is (210) 945-6200
WEBSITE- WWW.SCUC.TXED.NET