

Welcome to our City



For you, our new citizen, we have compiled information that you will find useful along with some important phone numbers. Please keep this information handy for quick reference. If you have any questions concerning any section of this brochure, give us a call at 817-237-1211.

GARBAGE PICKUP

Residents who live on the North Side of Lake Worth Blvd. and Foster Dr. have their trash picked up on Mondays and Thursdays. Residents who live on the South Side of Lake Worth Blvd. (not including Foster Dr.) will have their trash picked up on Tuesdays and Fridays. Garbage should be placed on the curb by 7:00 am. For missed pickups or questions call Waste Connections at 817-222-2221.

ANIMAL SHELTER

Located at 7209 Comanche Trail 817-238-8739. City ordinance requires that all animals be registered with the City. Licenses start at \$5.00 and may be obtained at City Hall with proof of rabies certificate.

TRAFFIC TICKETS

If you have received a ticket in the City of Lake Worth, you can pay your fines or make arrangements at City Hall, located on 3805 Adam Grubb, Monday-Friday 8:00 am-5:00pm. Municipal Court 817-255-7910.

PERMITS

Garage sales permits, building permits and contractor permits are available at City Hall, located at 3805 Adam Grubb 817-255-7920.

MARYLOU REDDICK PUBLIC LIBRARY

The Library is located at 7005 Charbonneau. For more information concerning programs, activities or hours of operation please call 817-237-9681.

SENIOR CITIZEN CENTER

The Lake Worth Senior Citizen's Center is located at 7005 Charbonneau Rd. Our center offers many programs to meet the needs of the local area seniors. For more information on hours of operation and available programs, contact the Senior Citizen Center at 817-237-3281.

PROPERTY TAX INFORMATION

Information concerning your property tax statement should be addressed to Tarrant County at 817-238-4436.

HELPFUL NUMBERS

City Numbers

City Hall	817-237-1211
Utility Billing	817-255-7900
Court	817-255-7910
Permits	817-255-7920
Inspection Line (Voice mail only)	817-255-7925 Ext. 113
Code Compliance	817-255-7916
Police Dept.	817-237-1224
Animal Control	817-238-8739
Fire Dept.	817-237-7461
Library	817-237-9681
Senior Center	817-237-3281

Tarrant County Numbers

County Court House	817-238-4425
Vehicle Tags & Taxes	817-238-4436
Health Dept.	817-238-4441
Passport	817-238-4457

Other Helpful Numbers

Waste Connections	817-222-2221
DPS	817-238-9197
LWISD	817-306-4200



Garbage Collection Guidance for Residents

Who picks up my Garbage?

The City of Lake Worth contracts for residential solid waste services with **WASTE CONNECTIONS (WC)** Telephone: 817-222-2221.

Garbage Pickup Days

Lake Worth Residents have their garbage picked up twice a week. Collection days are determined by your location.

Monday and Thursday (starting at 7:00 a.m.)

Residents living north of Lake Worth Blvd (Hwy 199) and north of Foster Drive (this also includes Foster Drive).

Tuesday and Friday (starting at 7:00 a.m.)

Residents living south of Lake Worth Blvd (Hwy 199) and south of Foster Drive.

Neat and Clean

All garbage pickup must be placed in a container that does not leak or emits odors. Plastic trash bags are authorized and if used may not weight more than fifty (50) pounds. All curbside garbage must be placed within six (6) feet of the curb of the street bearing the residential address of a residence.

WC personnel are not required to clean up or collect loose refuse and/or spillage not created by their employees. If this type of situation exists when the truck arrives to make a pickup, **WC** may not pickup your garbage until you clean up the loose or spilled refuse.

All refuse or trash spilled by **WC** personnel shall be picked up immediately by **WC** personnel.

YOUR GARBAGE DID NOT GET PICKED UP?

Call **WC** at **817-222-2221**

Bulk Garbage Pickup

Large items, like furniture, tree limbs and trunks, appliances, etc., are picked up once a month, during the last full week of each month. Except for waste caused by natural disaster, bulk items cannot be placed at curbside pickup point until after 12:01 a.m. on the 20th day of each month. Bulk items must be neatly placed within six (6) feet of the curb or edge of the road. Do not place bulk garbage near a mailbox or under overhead utility lines.

Bulk pickup placed out for pickup prior to the 20th of each month is a Code Violation.

When can you place your garbage on the curbside?

Garbage may be placed out on the curbside starting at 8:00 p.m. the day before your scheduled pickup. Empty garbage cans must be removed by 8:00 p.m. the day of your pickup.

???? Common questions ???? ?

Q: Can I put out tree, shrub, brush trimmings or newspapers and magazines for normal weekly pickup?

A: Yes, but they **MUST** be securely tied together forming an easily handled package not exceeding four (4) feet in length or width and must not exceed fifty (50) pounds in weight. Items bigger or heavier can only be put out for bulk pickup.

Q: I am a disabled resident and need assistance in having my garbage carried out. Is there a service to help me?

A: Yes, a service is available for residents that have special needs. For this additional service call Utility Billing Department at 817-237-1211, extension 110.

Q: I have a neighbor that piles up garbage or large items and I have to look at it all month long. Who do I call and complain about this nuisance?

A: Call the Code Compliance Office at 817-237-1211, extension 120. There are four primary ways to register a complaint. By telephone, fill out a form at City Hall, email at the city website, and by sending the complaint by mail.

Q: Can I get issued a citation (ticket) for having bulk items out for pickup prior to the 20th of the month?

A: Yes, Having bulk items or garbage out for pickup prior to authorized dates or times is a violation.

Q: I have old tires, metal and used oil and paint, how do I get rid of this type of garbage?

A: You may call **WC** at 817-222-2221 and ask for their guidance. Some retail stores that sell paint have a recycle program for used paint. Likewise some tire stores will recycle old tires. A recycle fee might be required. For metal objects consult **WC** or an independent scrap metal hauler.

Q: Can I use a garbage can with wheels to roll my can to the curb?

A: Yes, as long as there are handles and a lid on your garbage can, wheels on your garbage can are authorized. The garbage can must be 30 gallons or less.

Q: Will **WC** pickup large items like stoves, refrigerators, water tanks, washing machines, furniture and air conditioners?

A: Yes, on bulk pickup days only. Appliances containing CFCs, (refrigerators, freezers, air conditioners, etc.) must have CFCs removed by a certified technician before they will be picked up.

HOLIDAY SCHEDULE

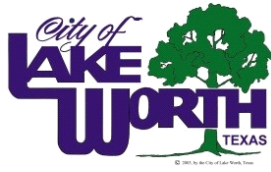
If the holiday falls on your service day, garbage will be collected the next scheduled collection day. Holidays are: New Years Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

RESTRICTED AND UNACCEPTABLE ITEMS NOT PICKED UP BY WC

Brush and tree trimmings generated by a landscaping company or tree trimming service will not be picked up. Asbestos, construction and demolition debris, tires, oil, gasoline and petroleum based products, car parts, paint, chemicals, fertilizer, pool chemicals, cooking oil, fecal material, sewage, industrial sludge, pathological waste, pollution control waste, and any other product classified as hazardous.

QUICK REFERENCE TELEPHONE GUIDE

WC	817-222-2221	Customer Service Clerk	817-237-1211, Ext 100
City of Lake Worth	817-237-1211	Code Compliance Officer	817-237-1211, Ext 111



CITY OF LAKE WORTH BULK AND BRUSH COLLECTION REMINDER

Residents receive monthly bulk and brush collection from Waste Connections during the last, full week of the month, (both Monday and Friday fall within that week). Except for waste caused by a natural disaster, items **may not be set out for collection prior to 12:01 a.m. on the 20th of each month.** Any bulk set out before the 20th is subject to citation by Code Compliance. Only residential addresses with an active water account are eligible for bulk collection; piles placed on vacant lots will not be picked up. Bulk includes mattresses, furniture, household items, appliances without coolant, hot water heaters, shrub/tree trimming and branches/limbs under 50lbs and 4' in length or shorter.

Pile placement: Must be placed within 6' of the curb and clear of mailboxes, low-hanging limbs, wires, parked vehicles and other obstructions.

Examples of acceptable piles:



Unacceptable Items: Electronics, tires, hazardous waste, (including oil, paint, chemicals, fertilizer), propane tanks, dirt, rocks, bricks, concrete and loose remodeling/construction debris. Collection of brush will be limited to the amounts generated by the individual resident. Brush and tree limbs generated by a hired landscaping company or tree-trimming service will not be collected.

Examples of unacceptable piles:



For missed garbage pick ups or if you have any questions concerning what is acceptable for pick up, please contact Waste Connections at 817-222-2221 prior to setting out any items. If you do not receive a response within a reasonable time frame, you may then contact City Hall at 817-237-1211.

All Year Around Watering Restrictions

Watering may take place between the hours of 6 o'clock p.m. to 10 o'clock a.m. and on the days shown below.

KNOW YOUR WATERING SCHEDULE

MONDAY

No watering with sprinklers or irrigation systems

TUESDAY & FRIDAY

Non-residential sites (apartments, businesses, parks, common areas)

WEDNESDAY & SATURDAY

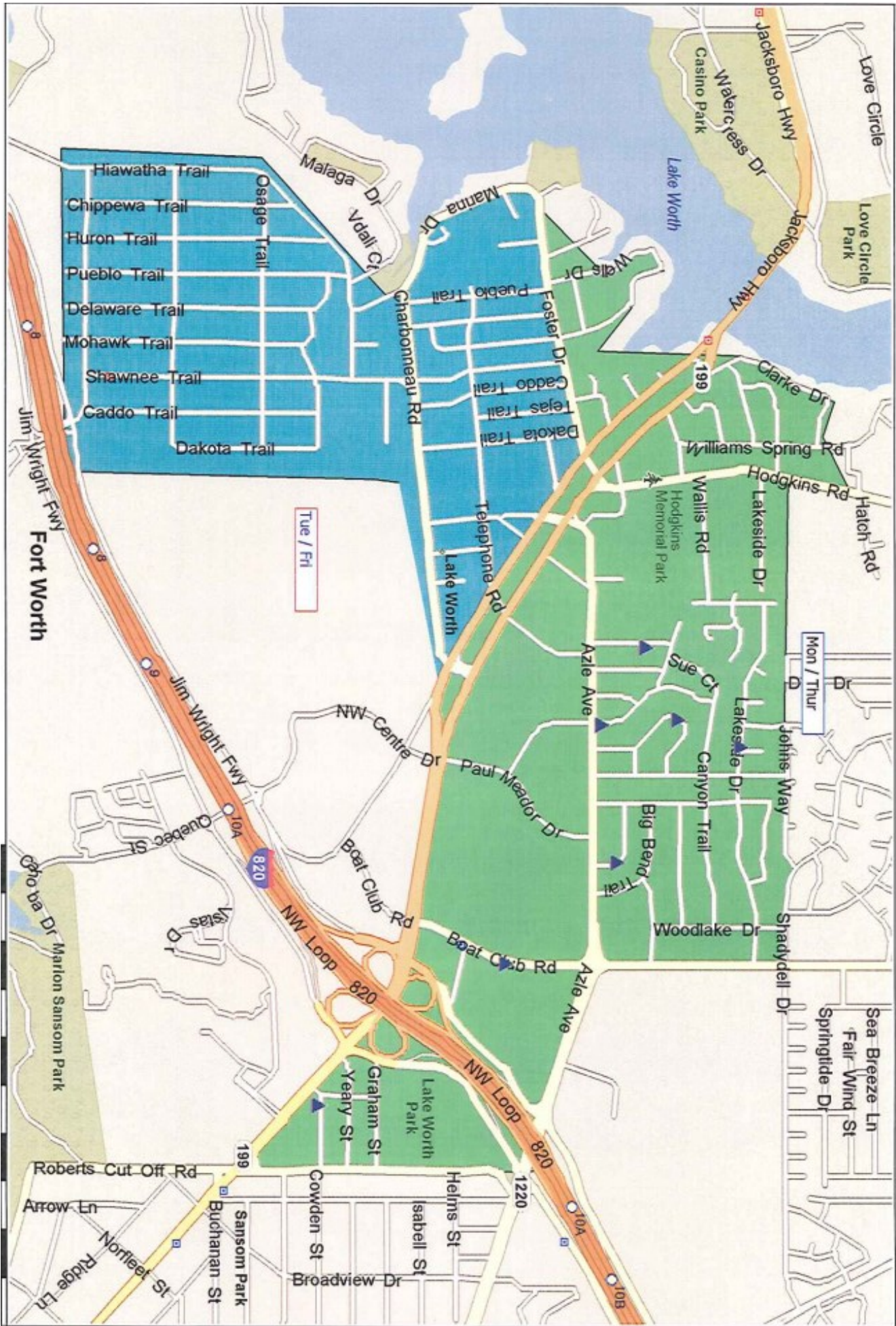
Residential addresses ending in 0, 2, 4, 6, 8

THURSDAY & SUNDAY

Residential addresses ending in 1, 3, 5, 7, 9



**VISIT: WWW.LAKEWORTHTX.ORG
FOR MORE DETAILS**





Lake Worth Utility Billing Department

(817) 255-7900

Monday – Friday 8:00 AM to 5:00 PM

The water department offers the following services; water, sewer, and trash. We accept cash, checks, money orders, and credit/debit cards. Credit and Debit card payments are accepted and processed through nCourt by calling 855-796-5763 or going online at www.lakeworthxpmts.com. A service fee will be charged to your credit or debit card when using this service. All payments received before 5:00 PM on a business day will be posted to your utility account on the same day.

Your water bill is mailed the last week of the month. If you have not received it by the 5th of the month, you are responsible for contacting the City of Lake Worth utility billing department to find out the amount you owe. Your balance is due upon receipt and you have until the 15th of the month to pay without penalty. After the 15th of the month, you will be charged a late fee of \$10.00 or 10% of the amount due (whichever is greater) and your service is subject to disconnection.

After Hours Payments: For your convenience we have a night drop available 24 hours, 7 days a week which is located at the main entrance of City Hall between the two sets of double doors. If the 15th falls on a day City Hall is closed and you put your payment in the night drop box before 8:00 AM of the next business day, your payment will be considered on time. Anything paid after the 8:00 AM deadline will be considered late and will be charged the late fee.

Sewer Rates: The City bills residential accounts a fixed sewer rate that is based on winter averaging water consumption. When you open a new account you will pay a sewer rate equal to the City's average residential rate until you have established your own rate. This rate is calculated annually based on water consumption during the months of November, December, January, and February. New sewer rates are effective with the April billing each year. If you have a leak during the averaging months and you want your sewer rate to be manually calculated, you must submit a completed application requesting this along with proof that the problem has been fixed. You can submit this request after November's billing through June 30th of each year. Sewer charges for commercial accounts are based on the actual water consumption each month.

Temporary Water Shut Off/On: If you need your water temporarily turned off to do repairs to your home, please do not turn the water off/on yourself, as you then become liable for any damages to the water meter. Call the utility billing department during normal business hours and we will dispatch a water tech to turn the water off/on at no cost to you. If you have a water emergency and you need the water turned off on the weekend, on holidays or after hours, then you must call the Police department at 817-237-1224 and they will dispatch a tech to your home. If it is not an emergency and you need your water turned off/on during non business hours, you will be charged a \$100.00 fee for each time we go turn the water off/on.

Disconnection of Service: If your water is turned off due to nonpayment, you must pay all past due amounts on your account plus a \$30.00 disconnect list fee and \$30.00 service reconnection fee before your water is turned back on. The \$30.00 disconnect list fee is applicable even if you make payment prior to the actual disconnection of water service. For same day reconnection, your payment must be received by 4:00 PM.

If disconnection has occurred:

All payments received by 4:00 pm will have service reconnected the same business day. All payments received after 4:00 pm will have service reconnected the following business day. An additional \$100.00 after hours fee may be paid to have service restored the same day.

After normal business hours and/or weekends, service will only be restored by payment at the Lake Worth Police Department with a check or money order ONLY. The \$100.00 after hours fee will be required. After hours services are available Monday through Friday from 4:00pm-9:00pm and on weekends/holidays from 8:00am-2:00pm.

Transfer Fee: There is a \$20.00 transfer fee for transferring your account from one address in Lake Worth to another. The \$20.00 fee must be paid at the time the transfer is requested. A new application and service agreement must also be provided at the time the transfer is requested, and you must provide proof of ownership. If you are not the owner, there must be a current rental inspection on the property you are moving to and you must bring your lease/rental agreement before service can be transferred. Your water deposit will be transferred to your new account. An additional deposit amount may be required based on customer payment history.

Returned Checks: Checks returned not paid for any reason cannot be re-deposited. (Refer to 3.506 of the Texas Business and Commerce Code.) You will have 24 hours from the date we notify you (with a door tag) to pay the amount of the check plus a \$30.00 returned check fee. If these fees are not paid by the due date on the door tag, your water will be turned off. If your water is turned off for nonpayment you will have to pay the returned check amount, the \$30.00 returned check fee, and a \$30.00 reconnection fee to have your water turned back on. You will have to pay this amount by 4:00 PM if you need your water to be turned back on the same business day. Any payments made after 4:00 PM will be turned on the following business day unless you want to pay an additional \$100.00 after hours fee. Payments for returned checks must be made in cash, cashier's check, money order or debit/credit card. NO EXEPTIONS TO THE FEES AND TIMES WILL BE MADE.

ATTENTION UTILITY CUSTOMERS

In an effort to better serve our citizens, it is now possible for you to pay your water bill either online or by telephone for an additional fee.

All you need is your account number, a valid credit card, and access to the internet or a touch tone telephone.

Acceptable Credit Cards are:

MasterCard, Visa, Discover Card, or American Express.

For online payments, go to www.lakeworthtxpmts.com

Follow the screen instructions

Once logged in, there is a toll-free number listed on the website should you have questions regarding the screen instructions.

For telephone payments, dial (855) 796-5763.

Note: Credit Card payments will NOT be accepted for an AFTER HOURS WATER TURN ON for accounts that have been turned off for non-payment.



Be in total control of your water consumption by setting up an account online, which also comes with an app that you can set up on your smartphone.

The following instructions will walk you through the steps of creating your online account, you can also access this information from the City's "Water Works" webpage and click on the EyeOnWater link:

- 1) Visit <https://eyeonwater.com/signup> on your computer using a supported web browser.
- 2) Enter your billing zip code: Example 76135.
- 3) Enter your billing account number: **Example: 0010001111007** and click on Next button,
- 4) Enter and confirm your email address.
- 5) Create and confirm a password.
- 6) You'll get a confirmation email from EyeOnWater. You must verify your email address by clicking on this link. Once you do, you can sign in using your email and password.

For help or support, please visit:

<https://help.eyeonwater.com/creating-an-account/>

If you are not getting emails, please check your spam for this address:
noreply@eyeonwater.com

The Parks in Lake Worth

For ballfield reservations call 817.237.7210 x 200

For park reservations call 817.237.1211 x 100

Rayl Family Park
3402 Pueblo Trail



Navajo Park
3209 Dakota Trail



Keenum - Shelton Dog Park
3217 Dakota Trail



Grandlake Park
6300 Lakeside Drive



Lake Worth Park (Athletic Complex)
3501 Roberts Cut Off





Reynolds Park
3500 Marina Drive



Hodgkins Park
4200 Hodgkins Road
Acreage: 2.13



Charbonneau Park
6801 Charbonneau Road
Acreage: 3.48

Amenities Include:
30 ft. Covered Pavilion with 4 Picnic Tables

Multi-Purpose Facility (MPF)

The MPF is attached to the Library and Senior Center, which is located at 7005 Charbonneau Road. This facility offers three (3) meeting rooms (that can be rented individually or as one large room) and a kitchen. All rentals require a 2-hour minimum. All rental deposits are refundable if no damage occurs to the rental area and the cleaning checklist is complete. All after hour rentals require a City attendant or Security Officer depending on rental type. For additional MPF reservation information call 817.237.1211 extension 100.



Description	Resident Non-Profit 501(c)(3)	Non-Resident	Room Choice	Room Capacity	Amenities
	Per Hour	Per Hour			
1 Room	\$25.00	\$35.00	1 or 2	60 people	Wireless Internet
2 Rooms	\$40.00	\$50.00	1 and 2 or 2 and 3	120 people 107 people	Projectors
3 Rooms	\$55.00	\$65.00	n/a	167 people	Podium
2 Rooms with Kitchen	\$60.00	\$70.00	n/a	107 people	27 tables (30" x 72")
3 Rooms with Kitchen	\$75.00	\$85.00	n/a	167 people	100 chairs

- City Attendant- \$15 per hour (mandatory fee for after hour rentals of 99 people or less)
- City Attendant- \$25 per hour (mandatory fee for after hour rentals of 99 people or less - **City holidays only**)
- Security- \$50 per hour (mandatory fee for after hour rentals of 100 people or more and all rentals with alcohol on premises)
- \$100 refundable deposit for room(s) usage only
- \$200 refundable deposit for rooms with use of the kitchen
- Rental time needs to include set up and clean up time.
- Deposit and Rental fees are due in full upon reservation.
- Standing reservations are available for 2 or more rentals made by the same applicant.