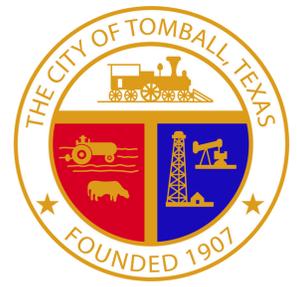


# City of Tomball

## CUSTOMER NEWS

### August 2024



## NEW Solid Waste Service Provider

To ensure the highest quality of solid waste and recycling services for our residents, the City of Tomball will be transitioning to a new solid waste and recycling provider, Frontier Waste Solutions, effective October 1, 2024. New trash and recycling cart delivery will begin in September.



If you would like to update your customer account information to ensure accurate billing, improved customer support, efficient service delivery, and enhanced communication from the City of Tomball, please complete the form included in this mailer and return it to 501 James St. or email it to [customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov)

To adjust your current solid waste service, please contact City of Tomball customer service at (281) 290-1450 or [customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov).

Please see the back of this insert for FAQs regarding this transition and find more information about residential service changes by visiting [bit.ly/TomballSolidWasteInfo](https://bit.ly/TomballSolidWasteInfo).

## Important Notice Regarding Utility Payments

Please note that check payments for utility bills must be received by the due date specified on your utility bill. Payments postmarked by the due date but received after will be considered late.

## Stay Informed

The City of Tomball uses the CivicReady platform to distribute important messages and emergency alerts to residents and businesses. We encourage our community to take advantage of this valuable resource by registering for text, voice, or email alerts to stay informed about severe weather, drought status, service interruptions, and other urgent matters affecting Tomball.

To receive text alerts only, text "Tomball" to 38276.

To register for voice or email alerts, please visit [bit.ly/TomballAlerts](https://bit.ly/TomballAlerts).

## Upcoming Events



The City of Tomball Presents:  
9/11 Remembrance Ceremony



The City of Tomball Presents:  
2nd Saturday at The Depot: Encanto



The City of Tomball Presents:  
GroovFest

Scan below for more events!



Follow us and turn on post notifications to get instant updates on CoT news:   @CityOfTomball

# SOLID WASTE SERVICE TRANSITION FAQs

Starting Oct. 1, 2024, Frontier Waste Solutions will be the solid waste provider for the City of Tomball. The FAQs below provide additional information about important changes to your service.

**Q: What is happening?**

**A:** In January 2024, the City of Tomball requested competitive proposals for city-wide solid waste and recycling services. Frontier Waste Solutions provided the best value and will begin their contract on Oct. 1, 2024, managing trash, recycling, and bulk & brush removal for the city.

**Q: Am I getting a new poly cart or recycle bin?**

**A:** Yes. If you previously had a poly cart or recycle bin with GFL, those will be replaced with Frontier poly carts and/or recycle bins beginning Sept. 2. Please use your new poly cart and/or recycle bin immediately upon receiving them.

**Q: How can I make changes to my existing service?**

**A:** Please contact the City of Tomball at (281) 290-1450 to change your garbage service at any time.

**Q: Will my service days change?**

**A:** Yes, most likely. A new map with detailed information regarding your service days will be available in September. Service days will remain the same until Oct. 1.

**Q: I downloaded the Frontier interactive map, why can't it find a schedule for my address?**

**A:** This map will be available starting Oct. 1, once Frontier officially begins servicing the City of Tomball. Please continue to set out solid waste on your current service days until Oct. 1.

**Q: Can I use my own poly cart or recycle bin?**

**A:** No. Residents are required to use the poly carts and/or recycle bins provided by Frontier Waste. Frontier will only service their provided poly carts and/or recycle bins.

**Q: My neighbor received a new Frontier poly cart, but I did not. Where is my cart?**

**A:** Poly carts are being replaced throughout the entire month of September. If you have not received yours by the end of September, please contact the City of Tomball at (281) 290-1450.

**Q: What should I do if my recycling or garbage is missed?**

**A:** Please contact the City of Tomball at (281) 290-1450.

**Q: If I want the same service I already have, do I need to do anything?**

**A:** No. If your service remains unchanged, there is no need to call to update your services.

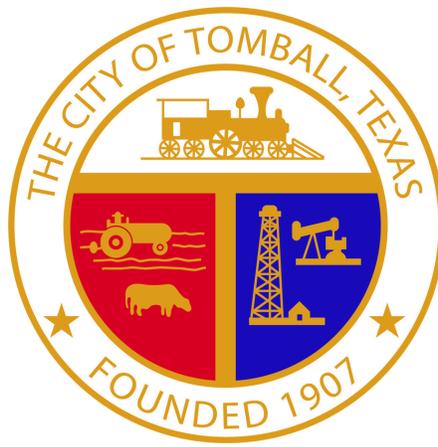
**Q: Will the service change to Frontier Waste increase my utility bill?**

**A:** Yes. Prices for solid waste and recycling will increase on your bill due November 2024. For new rates and options, please refer to the Residential Customer Information Form.

**Q: When can I start setting my trash/recycling out on the new schedule?**

**A:** The new scheduled collection dates will take effect on Oct. 1, 2024. Please continue to set out all trash and recycling on your current collection days until then.

For more information, please visit [bit.ly/TomballSolidWasteInfo](https://bit.ly/TomballSolidWasteInfo)



**Dear City of Tomball Residents,**

**We are in the process of updating our database to ensure we have the most current customer contact details. Please use the attached form to verify and update your information so that we can ensure accurate billing, efficient service delivery, enhanced communication, prompt emergency alerts, and improved customer support.**

**The attached form also includes the updated solid waste rates that will take effect starting Sept. 17, 2024, and will be reflected on your November 2024 utility bill.**

**To submit this completed form, please return it to 501 James St. in person or via mail. You may also email it to [customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov).**

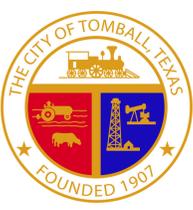
**If you are interested in changing your current service or have questions or concerns about your account, please contact us directly at (281) 290-1450.**

**Thank you for your cooperation and support.**

**Sincerely,**

**The City of Tomball Customer Service Team**

**Visit [tomballtx.gov](http://tomballtx.gov) for additional information**



# City of Tomball

## Residential Customer Information Form

Name:

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Service Address:

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Mailing Address:

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Phone Number:

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Secondary Phone Number:

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Email Address:

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### **Add Authorized Contact**

By designating an authorized contact other than the primary account holder, you consent to the City of Tomball providing information to this individual.

Name:

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Phone Number:

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Email Address:

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### **Solid Waste Service Pricing** (rates effective starting Sept. 17, 2024)

- Bag Service (maximum seven bags per collection day): \$23.98 per month
- Solid Waste Only Poly Cart Service (65 or 95-gallon): \$25.73 per month
- Recycling Only Poly Cart Service (65 or 95-gallon): \$25.73 per month
- Solid Waste and Recycling Poly Cart Service (65 or 95-gallon): \$27.48 per month
- Recycle Bin Add-on (18-gallon): \$1 each per month
- Additional Poly Cart Add-on (65 or 95-gallon): \$1.75 each per month

**Customer Signature:**

**Date:**

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Please submit this completed contact information form to the City of Tomball.

**To update your current service or for questions regarding your account, please contact us directly.**

**Phone: (281) 290-1450**

**Email: [customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov)**

**Mail: 501 James St.**