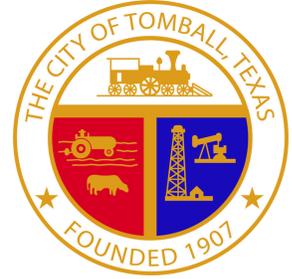


# City of Tomball

## CUSTOMER NEWS

### October 2024



## NEW Solid Waste Service Provider

To ensure the highest quality of solid waste and recycling services for our residents, the City of Tomball has transitioned to a new solid waste and recycling provider: Frontier Waste Solutions.

Delivery of Frontier poly carts for garbage and recycling is complete.

Frontier will conduct an inventory for small recycling bins throughout October and complete replacement of these bins by Oct. 31.

- If you have poly cart service, and have not received a Frontier poly cart, please contact our customer service team.
- Find current service days on the back of this insert or at [bit.ly/FWSTomballServiceMap](https://bit.ly/FWSTomballServiceMap)
- Adjust your current solid waste service by contacting customer service.

Find more information about this change at [bit.ly/TomballSolidWasteInfo](https://bit.ly/TomballSolidWasteInfo)



Contact City of Tomball Customer Service by phone or email:

(281) 290-1450

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

## Halloween Safety Tips

With Halloween just around the corner, we encourage residents to keep these tips in mind for a memorable and safe evening of fun:

- Always accompany children while trick-or-treating.
- Use reflective gear, glow sticks, or flashlights to stay visible in the dark.
- Ensure costumes are short enough to avoid tripping, and masks allow clear visibility.
- Stay in well-lit areas and only visit familiar homes.
- Closely inspect all treats before enjoying them.

By following these tips, we can ensure a fun, festive, and secure Halloween experience for our community!

## Upcoming Events

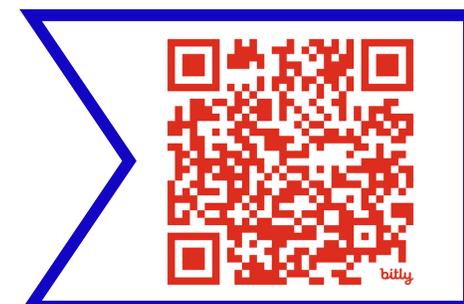
 The City of Tomball Presents:  
Spooktacular 2nd Saturday @ the Depot

 Tidy Up Tomball Presents:  
Tidy Up Tomball 2024 Fall Event

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

 The City of Tomball Presents:  
Depot Day Fall Fest

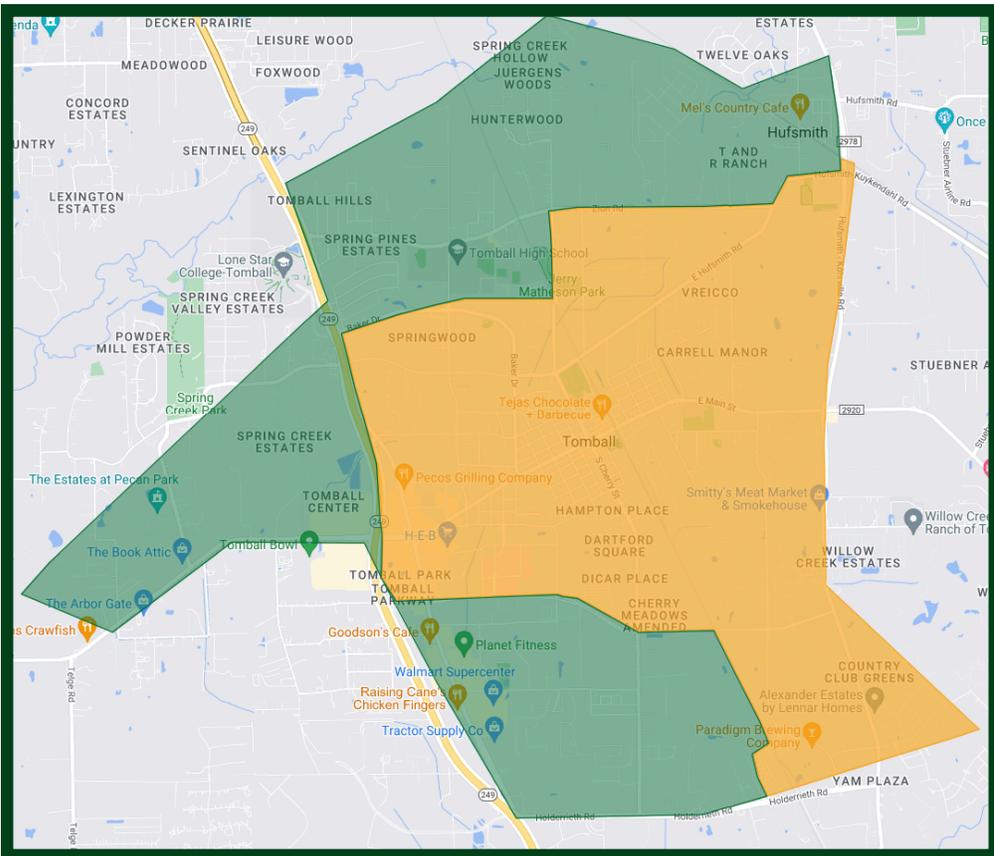
Scan below for more events!



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

# City of Tomball Residential Solid Waste Collection Maps

**NEW SERVICE DAYS STARTING OCTOBER 1**

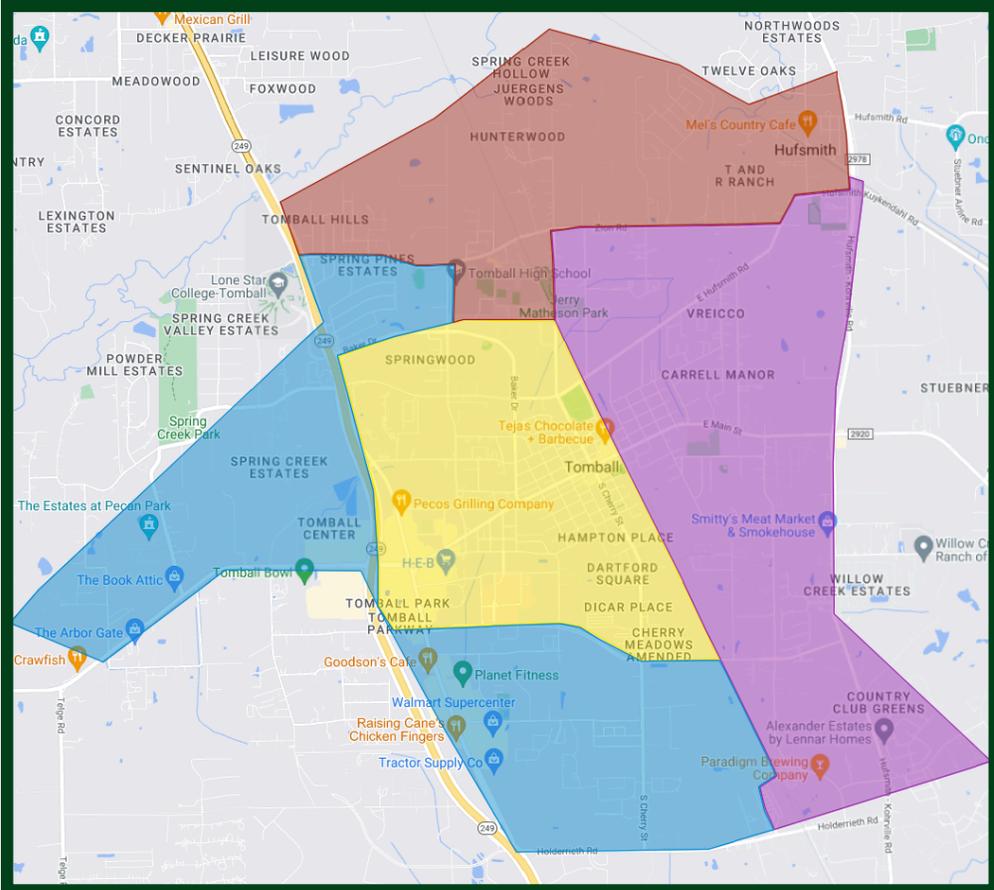


## TRASH

- Monday & Thursday
- Tuesday & Friday

## BULK & BRUSH

- Thursday
- Friday



## RECYCLE

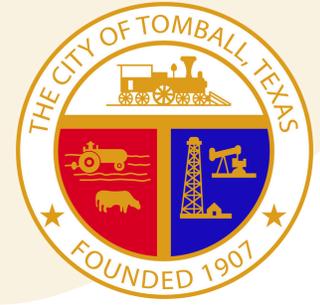
- Monday
- Tuesday
- Thursday
- Friday



Scan this QR code to download the Frontier app! Residents can now schedule route alerts for current service days.

# City of Tomball

## UTILITY RATES



October 2024 - September 2025

### Monthly Water Rates

Rate = Base Rate + (Consumption Charge x each 1,000 gallons used)

Customer Class	Monthly Usage	Base Rate	Consumption Charge
Small Residential	Up to 10,000 gal	\$12.50	\$3.11
Medium Residential	10,001 to 15,000 gal	\$12.50	\$3.88
Large Residential	15,001 gal or more	\$12.50	\$4.86
Small Commercial	Up to 5,000 gal	\$28.30	\$3.77
Medium Commercial	5,001 to 51,000 gal	\$28.30	\$4.72
Large Commercial	51,001 gal or more	\$28.30	\$5.89

### North Harris County Regional Water Authority Charges

The North Harris County Regional Water Authority (NHCRWA) was created by the Texas Legislature in 1999 to convert Northwest Harris County from groundwater to surface water. Subject to the NHCRWA, the City of Tomball is mandated to collect the NHCRWA fee on all water bills, based on the rates set by the NHCRWA. The rate applies to all water customers within the Authority's boundaries, including Tomball. The City remits this fee to the NHCRWA. You can find the current rate and information about the NHCRWA at [nhcrwa.com](http://nhcrwa.com).

### Monthly Wastewater Rates

Rate = Base Rate + (Volume Charge x each 1,000 gallons of water used)

Customer Class	Monthly Usage	Base Rate	Volume Charge
Residential	All	\$12.30	\$4.28
Small Commercial	0 to 5,000 gal	\$29.95	\$5.44
Medium Commercial	5,001 to 51,000 gal	\$29.95	\$6.78
Large Commercial	51,000 gal or more	\$29.95	\$8.48
Residential (No Water)	N/A	\$50.50	N/A
Commercial (No Water)	N/A	\$83.74	\$2.78 per drain* *in excess of 10

*Residential wastewater usage for wastewater billing is based on a customer's winter average water usage. Rates for summer months are calculated at the same rate as winter rates and may be based on the previous winter months' average monthly water consumption. The rate will be the lesser of the actual water consumption or the previous winter months' average consumption.*

### Monthly Gas Rates

Rate = Base Rate + (Consumption Charge x each 1,000 cubic feet after the first 1,000 cubic feet)

Customer Class	Base Rate	Consumption Charge
All Customers	\$11.75	\$11.75

# Monthly Solid Waste & Recycling Rates

The City of Tomball's solid waste provider is Frontier Waste Solutions and the fees associated with solid waste collection are set by Frontier Waste Solutions. The rates below do not include applicable sales taxes.

## RESIDENTIAL SERVICE

Service Type	Rate
Bag Service	\$23.98 per month
Poly Cart Service	\$23.98 per month + poly cart rental
• 65 or 95-gallon Poly Cart Rental Fee	\$1.75 each per month
• 65 or 95-gallon Recycling Poly Cart Rental Fee	\$1.75 each per month
• 18-gallon Recycling Bin Rental Fee	\$1.00 each per month
Special Collection - Large/Bulk	Contact Customer Service for Details

*Residents that are physically unable to place their bags/carts at the designated pickup location can sign up for the Citizen Assistance Program to receive door service. Contact City of Tomball Customer Service at (281) 290-1450 or [customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov) to learn more.*

## SMALL COMMERCIAL SERVICE WITH POLY CART

Service Type	Rate
One collection per week	\$36.25 per month
• Additional Cart	\$48.00 per month
Two Collections per Week	\$46.25 per month
• Additional Cart	\$67.50 per month
Weekly Recycling Collection	\$36.25 per month
• Additional Cart	\$6.75 each per month

*For large commercial services and rates, please contact City of Tomball Customer Service at (281) 290-1450 or [customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov).*

## Trash & Recycling Tips

Make sure to only use the Frontier Waste Solutions provided carts.

If you have bag service, ensure bagged trash is tied or sealed.

Watch out for holiday service impact announcements throughout the year.

Don't forget your two rolls of free bags, available from Customer Service at 501 James Street.

## Yard Waste & Brush Collection

Yard waste is collected by Frontier on your second service day each week. Tree limbs must be bundled and must not exceed 4 feet in length, 4 feet in height, and 4 feet in width or 40 pounds. Tree limbs larger than 4 inches in diameter will not be collected.

## Bulk Waste Collection

Up to 2 cubic yards of bulk items will be collected by Frontier on your second service day each week. Anything in excess of 2 cubic yards requires a special collection. Call Tomball Customer Service to arrange for any special collections.

## Contact Us

Tomball Customer Service  
501 James Street  
(281) 290-1450  
[customerservice@tomballtx.gov](mailto:customerservice@tomballtx.gov)  
[tomballtx.gov](http://tomballtx.gov)

### Hours

Monday through Thursday  
7:45 a.m. to 5 p.m.  
Friday  
7:45 a.m. to 4 p.m.

**If you suspect a gas leak,  
call immediately.**

Regular Hours  
(281) 290-1450  
After Hours  
(281) 351-5451