Utility Payment Scams
Scammers have recently called some Georgetown Utility Systems customers to demand payment to a special toll-free number with a pre-paid credit card. Deceptive technology can make it seem that the call is from the City or the utility.

Georgetown Utility Systems won’t call you and demand payments by phone. And it is against policy for any customer service representative to accept payment in the field. If a bill payment is overdue, there is a three-step notification process.

If you have questions about a utility bill, call the Georgetown Utility Systems Customer Care Center at (512) 930-3640 or toll-free at 1-888-474-4904, before providing financial information regarding your utility account.

Randalls Opens First Georgetown Location
Officials celebrated the opening of the new 57,655-square-foot Randalls at Jim Hogg Road and Williams Drive with a ribbon-cutting ceremony Jan. 12. The store includes a Starbucks, deli, floral department and dine-in eating area.

OUR THREE-STEP NOTIFICATION PROCESS:

FIRST: late notices are mailed to customers with unpaid balances the day after the billing due date.
SECOND: an automated phone call is provided to the phone number on the account two weeks after the billing due date.
THIRD: a second automated phone call is provided to the phone number on the account three weeks after the billing due date.

If you have questions about a utility bill, call the Georgetown Utility Systems Customer Care Center at (512) 930-3640 or toll-free at 1-888-474-4904, before providing financial information regarding your utility account.
Bulky Waste Pickups

GEORGETOWN UTILITY SYSTEMS

As the weather turns warmer, many of us start thinking about spring cleaning. But what should you do with bulky items you need to discard?

Larger trash items known as bulky waste that do not fit into your cart may not be left at the curbside as part of your regular trash collection. These bulky waste items include furniture, mattresses, toilets, refrigerators, washers/dryers, and other items that don't fit in the solid waste cart.

However, in-city residents are allowed two free bulky waste curbside pickups per year. Those who live outside city limits pay $28 per cubic yard.

GUIDELINES FOR BULKY WASTE PICKUP:

Pickups are normally scheduled on Saturdays. Please do not place items curbside more than 24 hours before your scheduled collection.

A $45 Freon removal and handling charge will be charged to your utility account per refrigerator, freezer, air conditioning unit or other appliance containing Freon.

The volume allowed per pickup is up to three cubic yards.

Unacceptable bulky waste items include, but are not limited to, tires, vehicle batteries, televisions, hazardous materials, and construction waste such as bathtubs, cabinetry, or sheet rock.

Construction materials that are in good condition may be donated to the Habitat for Humanity Re-store.

To schedule a curbside bulky waste pickup, call Texas Disposal Systems at (512) 930-1715. For details on solid waste and recycling programs, visit:

RECYCLE.GEORGETOWN.ORG

Red Poppy Festival

POSTER ART SELECTED

Artwork by Helen Fathe Green will be featured in the poster and on banners for the 2018 Red Poppy Festival. The 19 annual Red Poppy Festival is April 27–29 on the Courthouse Square. Get all the details at redpoppyfestival.com.