

CITY OF GEORGETOWN


GEORGETOWN
TEXAS
more than welcome

GEORGETOWN.ORG
PIO@GEORGETOWN.ORG

**GEORGETOWN
PUBLIC LIBRARY**
512-930-3551

**UTILITY
CUSTOMER CARE**
512-930-3640

VISITORS CENTER
512-930-3545

MUNICIPAL COURT
512-930-3625

CITY COUNCIL OFFICE
512-930-3652
CITY JOBS
512-930-3639

**GEORGETOWN
MUNICIPAL AIRPORT**
512-930-3666

**HOUSEHOLD
HAZARDOUS WASTE**
512-930-3640
BULKY TRASH PICKUP
1-800-375-8375

**GOGEO (PUBLIC
TRANSPORTATION)**
512-478-7433

PERMITS
512-930-2550

**PARKS AND
RECREATION**
512-930-3595

**WILLIAMSON
COUNTY OFFICES**
512-943-1100

NON-EMERGENCY CRIME REPORTING
512-930-3510
CRIME TIP LINE
512-930-2746

EMERGENCIES
911

**GROWTH MASTER
PLANS & ANNEXATION**
512-930-3584
HISTORIC PLANNING
512-930-3581
ZONING
512-930-3575

FIRE HYDRANTS
512-930-3640

POT-HOLE REPAIR
512-930-8152

**WATER MAIN
BREAK**
512-930-3640

STORMWATER
512-930-6592

**WEEDS AND PROPERTY
MAINTENANCE**
512-930-3606

MAINTAIN CITY RIGHTS OF WAY
512-930-3640

POWER OUTAGE
512-930-3640
**DAMAGED STREET
SIGNS & SIGNALS**
512-930-3640

BURN PERMITS
512-930-3510

ANIMAL CONTROL
512-930-3510 X6
ANIMAL SHELTER
512-930-3592
DEAD ANIMALS
512-930-3640

SIDEWALK REPAIR
512-930-3640

**TRASH PICKUP
& RECYCLING**
512-930-3640

**HOME REPAIR
PROGRAM**
512-930-8477

How do I start, move or disconnect water/ electric service with the City of Georgetown?

Answer: Visit our website at gus.georgetown.org. For further assistance, call 512-930-3640.

How do I pay and/or view my utility account online?

Answer: You may visit our website at gus.georgetown.org and click on the "Pay & Access your utility account" button and follow the instructions for registering your account with our online portal. For further assistance, call 512-930-3640.

How can I see if there is a water or electric outage in my area?

Answer: The City has a website to help water and electric customers identify water and electric service outages. Please visit gus.georgetown.org/outages/ for more details. For further assistance, call 512-930-3640.

How do I report a broken water main, sewer emergency, broken curb, traffic light, street-light, street sign, alley or pothole problem, or ask about septic tanks, sewer smells, flooding, my water bill or trash service?

Answer: Call 512-930-3640 and follow the automated instructions.

Where do I find answers about obtaining City sewer and water when outside the City limits?

Answer: Some areas outside the City limits are still within our service area. Call 512-930-3640 for more information.

What do I do when my sidewalk has settled or heaved and is creating a hazard?

Answer: Call 512-930-3640 for assistance. Also visit sidewalksandfacilities.georgetown.org and

complete a Sidewalk Network Issues Survey.

Who do I call about curb cuts, street projects and traffic counts?

Answer: Call the Public Works at 512-930-6559.

Where do I find information about my property line?

Answer: For issues in Williamson County call 512-943-1100 for assistance.

Who is responsible for trimming trees growing in the right-of-way? And what do I do with limbs, grass clippings and brush from my yard?

Answer: Call 512-930-3640 for assistance.

Can the City help if a house I own is vacant, in disrepair, and needs demolishing?

Answer: Call Inspection Services at 512-930-2550 for assistance.

How do I report a house in my neighborhood that is used for suspected illegal activity?

Answer: For suspected drug or other criminal activity, call 512-930-3510.

What do I do when a property has a blight, weeds, abandoned vehicles, vehicles on the lawn, stagnant water, rats and vermin or another hazard or a vacant house has the doors or windows open, allowing access to anyone?

Answer: For property issues or abandoned vehicles, call Code Compliance at 512-930-3606.

What do I do if graffiti is sprayed on my garage or property?

Answer: Call the police non-emergency number at 512-930-3510.

What do I do about barking dogs, loud music, etc.?

Answer: For barking dogs and other loud noise complaints, call 512-930-3510 with the address and the issue.

Who do I call to report a lost pet or obtain a city license?

Answer: Call Animal Services at 512-930-3592. A lost pet report can also be submitted online at pets.georgetown.org/lost-pets/.

Who do I call to report dogs running loose, pets that are neglected, or my concerns with wildlife?

Answer: Call 512-930-3510 x6 to contact Animal Control.

Who do I call about a dead animal in the road?

Answer: Call Customer Care at 512-930-3640 and be prepared to give them the address or nearest cross-streets.

How do I apply for building permit or inquire about zoning issues if I live in a historic district?

Answer: Call 512-930-3581 or visit historic.georgetown.org for more information.

How can my Neighborhood Improvement Association organize a neighborhood clean-up effort?

Answer: Call 512-930-3640 for information.

How/where do I dispose of paint, chemicals, tires, and hazardous materials?**Where can I recycle my glass, magazine, and newspapers?**

Answer: Call 512-930-3640 or visit recycle.georgetown.org for more information.

Is there a non-profit organization that accepts the donation of a vacant lot, or a vacant, rundown home that is still salvageable, and turns it around for people who need affordable housing?

Answer: Call Williamson County Habitat for Humanity at 512-863-4344 for information.

Can the City help if my home needs insulation in the walls and attic, or if it needs repairs to the furnace, or to seal major air infiltration leaks?

Answer: Call 512-930-8477 for information.

Can the City help if the house I own and occupy has a furnace or sewer line that has failed, or it has a major electrical or plumbing problem, or I have a documented medically-required mechanical system, and I am of low income?

Answer: Call 512-930-3575 for information about the City's partnership with Habitat for Humanity.

Can the City help if I need a wheelchair access ramp to my home?

Answer: The Texas Ramp Project can help. Call 214-558-0339.

How do I report housing discrimination?

Answer: Call 512-474-1961 to speak to a Fair Housing Advocate.

How can I find out about emergencies in the area?

Answer: Register at WarnCentralTexas.Org to receive emergency messages by text, email, or phone.

Who can I talk to about my property taxes?

Answer: Call the Williamson County Appraisal District at 512-930-3787.

