

# WELCOME TO **Burleson**

Utility, Garbage & Recycling Information



We are so excited that you have chosen Burleson as the place to call home. The city boasts a wide variety of recreation opportunities with 21 city parks, developed trails, bike lanes throughout the city, a senior center, library, Hidden Creek Golf Course and Russell Farm Art Center.

The city also has a modern recreation center that features a 10,000 square foot fitness center, indoor swimming area complete with water slides, vortex pools, a current river and a five-lane exercise pool, as well as an outdoor pool, splash pad and two 1,400 square foot meeting rooms.

We are very proud of our growing and redeveloping historic Old Town which features the Mayor Vera Clavin Plaza, unique dining and shopping opportunities, a visitor center and museum, trolley car tours and live entertainment. The Mayor Vera Calvin Plaza plays host to family-friendly community festivals and events throughout the year. Other exciting entertainment options in the community include Jellystone Park and two award-winning wineries.

Here in Burleson, you will not only find great residential values, but you will also receive superior public services, strong schools, low crime rate and highly rated police and fire departments.

We are conveniently located to numerous employment and lifestyle amenities within a major metropolitan area, but we still retain our small-town feel and charm.

The city also loves its four-legged family members and if you are looking for a new one make sure to visit the Burleson Animal Shelter. If you already have dogs, be sure to visit Burleson Bark Park.

We encourage you to become involved in your new community and take the time to get to know your neighbors. Find information about all of our amenities, garage sales permits, garbage and recycling and more at [www.burlesontx.com](http://www.burlesontx.com).

[WWW.BURLESONTX.COM](http://WWW.BURLESONTX.COM)

Get  
Connected



Sign up for alerts, newsletters,  
news releases, and more!

# THINGS TO KNOW

## ABOUT YOUR UTILITY BILL

- Utility bills include water, sewer and trash service.
- The water charge is based on actual consumption in gallons.
- Sewer is billed according to an average water usage for January, February and March. This average is recalculated every March and starts on your April bill.
- When you first move in, you would be charged sewer based on the citywide average water consumption.
- Trash service is a flat fee. Rates are established by city ordinance.

## How to Make Your Payment

**In-person:** City Hall between 8 a.m. and 5 p.m., Monday through Friday. There is also a drop box located on the east side of the building for after hours and weekend payments.

**Online:** [burlesontx.com/utilitycustomerservice](http://burlesontx.com/utilitycustomerservice)

**By Mail:** City of Burleson, Utility Customer Service  
141 W Renfro St, Burleson, TX 76028.  
Be sure to include your account number.

**Bank Draft:** This can be set up in person or online.

**Via Phone:** Call 1-855-498-9971. Please have your water account number available.

**Late Payments** Customers have 20 days from the bill date to pay their bill. Past due bills are charged a 10% penalty. Service will be disconnected if payment is not received within 30 days from the bill date and cannot be restored until all past due balances, penalties and service fees have been paid. Payment extensions may be requested at the Utility Customer Service office, up to 3 times per year.

## Meter Information

Meters are the property of the city and are not to be turned on or off by anyone except city personnel. Unauthorized connection of a meter is illegal under state law. The city has the right to access meters whenever necessary. The Utility Maintenance Department is responsible for water and sewer mains, pump stations and storage facilities.

To report water main breaks, sewer stoppages, meter leaks or request a meter be turned off or on for repairs visit [BurlesonTX.com/311](http://BurlesonTX.com/311), or call 311 from your phone, or download 'BTX311' in your app store.



# SOLID WASTE INFORMATION



## Trash Must Be Contained

Customers may set out a container for their trash (optional), maximum size 96 gallons. Containers may be purchased at any home improvement store. All trash must be bagged and tied. Bags should not bear a weight in excess of 35 lbs. Allow a MINIMUM of three (3) feet between your trash items and recycling cart when placing items at the curb for pick-up. When not in use, trash carts and containers must be stored behind the building line, in garage or in the back yard.



BAGGED & TIED  
TRASH IN CAN

OR



TIED TRASH BAGS

OR



COMBINATION OF BAGGED  
& TIED IN TRASH CAN AND  
TIED TRASH BAGS

BUT:



NO LOOSE TRASH

## Remember the 7-7-7 Rule

- Place your containers at the curb **after 7 p.m.** the night before your service day.
- All containers must be at the curb **by 7 a.m.** on your service day.
- All containers must be removed from the curb **by 7 p.m.** on your service day.



# RECYCLING

The City of Burleson uses **Automated Recycling** pick-up.

- Less mess, less time and easy recycling -

Recycling trucks feature an automated lifting mechanism that requires three (3) feet of clearance on all sides. City of Burleson residents receive one FREE 65-gallon recycling cart. The carts are big, easy to move, tidy-looking and secure. If you need or do not already have a recycling cart, please visit [BurlesonTX.com/311](http://BurlesonTX.com/311), call 311 from your phone, or download 'BTX311' in your app store to request one.



## WE'RE ON A ROLL

### Three General Guidelines of Recycling

- 1 - Recycle all bottles, cans, and paper
- 2 - Keep items relatively clean
- 3 - DO NOT mix plastic bags in with the rest of your recycled items

#### Acceptable Items Include:



Rigid Plastics/Bottles



Paper & Cardboard



Metals



Glass

#### Unacceptable Items Include:



Plastic Bags



Soiled Food Containers



Styrofoam

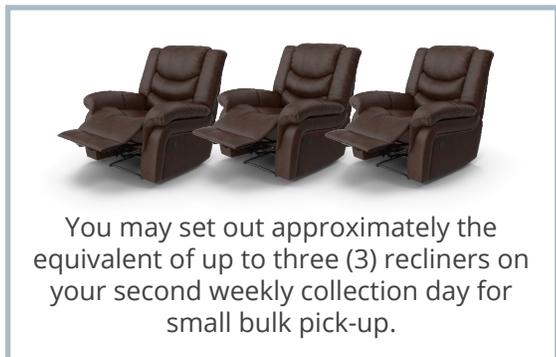


Lightbulbs & Electronics

# BULK TRASH

## Small Bulk & Brush

Up to three (3) cubic yards can be set out weekly on the second collection day, per your zone. For example, if your collection days are Monday/Thursday, you would set it out on Thursday.



APPROXIMATE SIZE OF ONE (1) CUBIC YARD



## Schedule a Dumpster

Call Waste Connections, (817) 222-2221, to schedule a dumpster for materials prohibited from bulk pick-up.



## Large Bulk & Brush

Place items at the curb the Sunday before your scheduled week, separating compost items from landfill items. Pick-up occurs once a month. Crews will collect items Monday through Friday of your zone week.

- Zone 1 - The week of the 1st Monday of every month
- Zone 2 - The week of the 2nd Monday of every month
- Zone 3 - The week of the 3rd Monday of every month
- Zone 4 - The week of the 4th Monday of every month

### Acceptable Items Include:

Furniture, fence panels, appliances that have a sticker showing that the **freon has been removed by an appliance repair person**, carpet cut into 6-foot rolls, yard waste, limbs that do not exceed 6-foot in length, broken down and stacked cardboard boxes.



### Unacceptable Items Include:

Roofing shingles, concrete, brick, rock, dirt, paint or other hazardous chemicals, tires, building material from remodeling, auto parts.



# OTHER TRASH

## WHEN & WHERE TO DISPOSE

### Landfill Access

Burleson residents will have free access to Turkey Creek Landfill, 9100 S I-35, Alvarado, TX 76009. Residents must have their water bill for proof of residency. **Limit two (2) trips per year.**



Collection events are typically held twice a year, in the spring and fall. For more information, visit [BurlesonTX.com/311](http://BurlesonTX.com/311), call 311 from your phone, or download 'BTX311' in your app store.

#### Acceptable Items Include:

- Paper for shredding (limit three boxes per household)
- Electronics
- Appliances
- Pesticides
- Paints (limit 20 gallons per household)
- Cleaning chemicals
- Oil
- Automotive fluids
- Batteries
- Light bulbs
- Fertilizer
- Aerosol cans
- Solvents
- Pool chemicals
- Any household chemical
- Tires (limit four per vehicle)
- Tube TV's

#### Unacceptable Items Include:

- Ammunition
- Fireworks
- Medical waste
- Pharmaceuticals
- Yard waste
- Monitors



Residents who cannot make it to these events in Burleson, can take their household hazardous waste to the Environmental Collection Center (ECC). The ECC is open Thursdays and Fridays from 11 a.m. to 7 p.m. and Saturdays from 9 a.m. to 3 p.m. It is located at 6400 Bridge Street in Fort Worth. For directions, call 817-392-EASY (3279). There is no fee for dropping off your household hazardous waste, however, residents must take a City of Burleson water or solid waste bill as proof of residency. The ECC **only accepts** paint, automotive fluids, other chemicals and batteries. They **do not accept** electronics, tires or paper for shredding.

# BTX311

## INFORMATION



## What is BTX311?

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BTX311 is a one-stop-shop that allows citizens to report non-emergency issues and request services. Whether by phone call, online or through our app, it serves as a central hub for citizens to get information, request services, and report problems in the community.



## Where can I find BTX311?

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BTX311 can be accessed by calling 311 from your phone, by visiting [BurlesonTX.com/311](http://BurlesonTX.com/311) or by downloading 'BTX311' in your app store. Scan the QR code to access the BTX311 website and submit your request. The website also allows users to find answers by searching a knowledge base, and view requests throughout the city.



The app is a great way to stay connected, engaged and have your voice heard. By using the app to report issues, track requests and provide feedback, you can help improve your community and make Burleson a better place to live, work and play.

## Types of Requests

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BTX311 handles all requests, making it easy-to-use and convenient. Some examples of requests include barking dogs, high grass, dilapidated vehicles, potholes and trash pickup.



### CALL

Monday - Friday  
8 a.m. - 5 p.m.



### CLICK

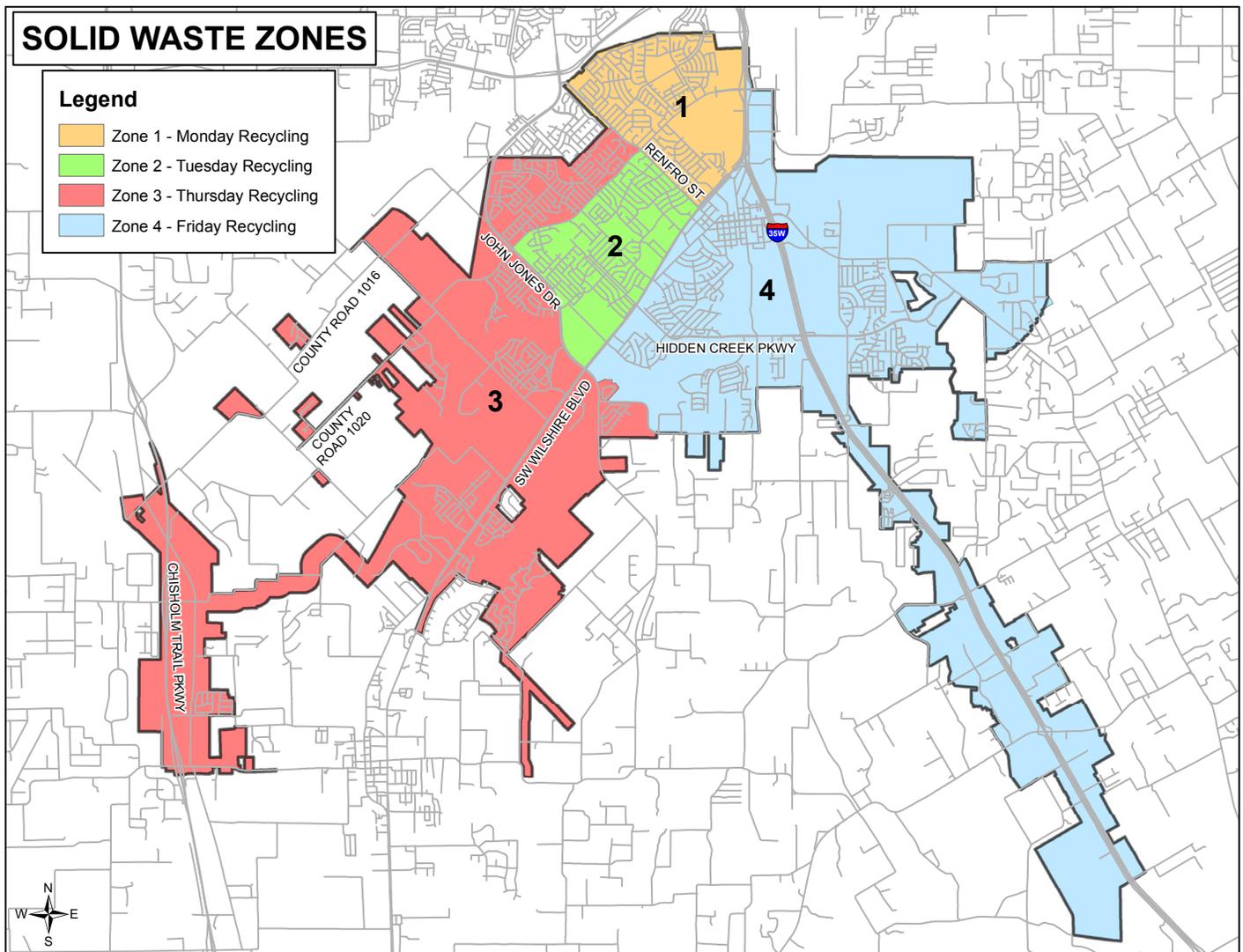
[BurlesonTX.com/311](http://BurlesonTX.com/311)  
24/7/365



### CONNECT

Download 'BTX311'  
in your app store

# WHERE IS YOUR ZONE?



- Zone 1:** Trash on Monday/Thursday; Recycling on Monday;  
First Monday of the month set out special trash & brush/yard waste; collections will occur by end of week
- Zone 2:** Trash on Tuesday/Friday; Recycling on Tuesday;  
Second Monday of the month set out special trash & brush/yard waste; collections will occur by end of week
- Zone 3:** Trash on Monday/Thursday; Recycling on Thursday;  
Third Monday of the month set out special trash & brush/yard waste; collections will occur by end of week
- Zone 4:** Trash on Tuesday/Friday; Recycling on Friday;  
Fourth Monday of the month set out special trash & brush/yard waste; collections will occur by end of week

The City of Burleson does not own or operate a landfill. Residents will have free access to Turkey Creek Landfill, 9100 S I-35, Alvarado, TX 76009. Residents must have their water bill for proof of residency. **Limit two (2) trips per year.**

## Contact Us:

Utility Customer Service, Burleson City Hall  
141 W Renfro St, Burleson, TX 76028  
817-426-9601

For all other inquiries, call 311 (see page 7 for details.)



Utility  
Customer Service

More information available at:  
[www.burlesontx.com](http://www.burlesontx.com)