

200 S. Main St.
PO Box 826
Cibolo, TX 78108

- Important Numbers**
- City Hall (8-5 Mon –Fri)**
210-658-9900
- Police Dept. (8-5 Mon –Fri)**
210-659-1999
- Dispatch (Non-emergency)**
210-619-1200
- Municipal Court (8:00-4:45)**
210-658-7324
- Planning and Engineering**
210-658-4175
- Cibolo Fire**
210-659-2673 or 210-659-1471
- Post Office**
210-658-2631
- GVEC**
210-658-7033
- Green Valley SUD**
830-914-2330
- County Tax Office—Schertz**
210-945-9708
- DPS**
830-625-8111
- SCUCISD**
210-945-6200
- City Hall Fax**
210-658-1687

The City of Cibolo welcomes you

Established in 1965, the City of Cibolo started out as a little country town between the cities of San Antonio and Austin. As more people moved northeast to the suburbs, our little country town began to grow. With less than 500 residents in 1990, we are now 25,000 residents strong as of 2015, and are lucky enough to keep growing each year.

Get involved

City Council meets every second and fourth Tuesday of each month at 6:30 p.m..

There is a “Citizens to be Heard” agenda item, where a citizen may sign up to speak about issues of interest or concern.

To see a calendar of all the committees and meeting times, view the Calendar section of the City website - www.cibolotx.gov

- 1st Tuesday, 6:30 p.m. Youth Council Meeting
- 1st Wednesday, 6:00 p.m. Parks Meeting
- 2nd & 4th Wednesday, 1:30 p.m. Municipal Court
- 2nd Wednesday, 6:30 p.m. Planning & Zoning Meeting
- 2nd Thursday, 6:00 p.m. Animal Advisory Board Meeting
- 3rd Monday, 6:30 p.m. Streets & Drainage Meeting
- 3rd Thursday, 6:00 p.m. Economic Development Meeting

Most meetings are held at City Hall at 200 S. Main, Cibolo, TX.

Volunteer applications are available at City Hall or online at www.cibolotx.gov.

**City Offices are open
Monday to Friday 8am - 5pm**

Should a holiday fall on a Saturday, city offices will be closed the business day before. Should a holiday fall on a Sunday, city offices will be closed on the following business day.

Standard holiday closures for city offices:

- New Year’s Eve
- New Years Day
- MLK Day
- President’s Day
- Good Friday
- Memorial Day
- 4th of July
- Labor Day
- Columbus Day
- Veteran’s Day
- Thanksgiving & the following Friday
- Christmas Eve
- Christmas Day

Garbage Service

Your Cibolo utility bill also includes the garbage and recycle fee. Please set your garbage out **by 7:00 a.m.** to ensure you do not get missed. Garbage pick up is for house hold waste only. Through our Bexar Waste solid waste contract we do offer bulk pick-ups for large items, see online for details and deadlines.

The City also offers chipper service for residents who trim their trees, except palm tree trimmings and cactus, see online for more information and to sign up.

During the summer, trash collection service increases to twice a week. Tuesday collection receives additional services on Friday. Wednesday collection receives additional services on Saturday.

Recycle collection is only on your regularly scheduled day.

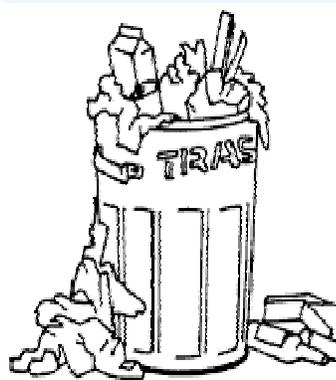
The City of Cibolo provides one (1) 95 gallon garbage cart and one (1) 18 gallon recycle bin for solid waste collection. If these become damaged or go missing, please contact the Utility Office for a replacement. The replacements may take up to 10 business days.

Tuesday (Friday) Collection Day

Deer Creek
Thistle Creek
Falcon Ridge
Dobie Heights
Bentwood Ranch
Woodstone

Wednesday (Saturday) Collection Day

Town Creek Village
Lantana
Gatewood
Stone Brook
Cibolo Valley Ranch
Willow Point
Riata Oaks
Charleston Parke
Braewood
Springtree
Turning Stone
Landmark Point
Buffalo Crossing
Cibolo Vista
Heights of Cibolo
Saddle Creek Ranch
Saratoga
All Annexed Areas



Drainage Utility District

To provide funding for storm water drainage management, the City of Cibolo collects a drainage utility fee based on the amount of impervious surface area on each developed land parcel in the City. Impervious surfaces, such as rooftops, driveways and parking areas impede natural infiltration and increase the rate and volume of storm water runoff that must be collected and carried by the City's drainage system. This amount is included on your utility bill each month.

Year round water restrictions

April 1 through October 31 – Sprinkler system use is prohibited between the hours of 10 a.m. through 8 p.m..

From November 1 through March 30 – Sprinkler system use is prohibited between the hours of 10 a.m. through 2 p.m..

Sprinkler systems are not allowed to run on Sundays. You are allowed to hand water at anytime.

Did you know?

The City of Cibolo offers several ways to make your payment. Come in to City Hall between 8 a.m. and 5 p.m. any day Monday to Friday. We accept cash, check, or credit/debit card. A 3% fee is assessed when accepting credit card payments. We also offer online payments, see your monthly statement for your account number and pin code to access your online account and make a one time payment, a 3% fee is assessed on all online payments. The City also offers a payment drop box in the parking lot of City Hall; this box is checked daily at 8 a.m..

Charges and Payments

Water meters are read on or about the 15th of the month and accounts are updated with new bill amounts on or about the last day of each month. Water payments are due on the **15th of the month, even if it falls on a weekend or a holiday**. Payments not received by close of business on the 18th of the month will have a late fee added. If the 18th falls on a weekend or holiday, late fees will be added as of noon the first business day thereafter.

If payment is **not received by noon on the 25th** day of the month, service will be **disconnected** (if the 25th falls on a holiday, Friday, or weekend, disconnection will occur on the following business day). An administrative fee of \$25.00 will be assessed once a residence is on the cut-off list. The **full** amount must be paid before services are reconnected.

Extensions of payment date, beyond the 25th of the month, may be granted, and you are allowed two extensions within a calendar year. Please call the Utility Office to request an extension by 5:00 p.m. the day **prior** to disconnect.

Any account or person that has two returned checks in a calendar year, for whatever reason, will be placed on a cash only basis. After two years, if payments have been on time, you may request to be taken off cash only.

Deposits placed on the account at the time of setup, are returned after two years of good payment history, if your services ends before the two years, the deposit will be applied to your final bill.

Winter Sewer Average

Winter Averaging takes place each year starting in November and completing each February. During this time, remember to conserve.

If you suffer a water leak during this time, please bring in a copy of the repair receipt to be considered for a sewer adjustment.

If your water service is through Green Valley Special Utility District (GVSUD), a consumption history is provided to us each year for calculating your winter average.

Currently the City Sewer average is 5,200 gal. at a cost of **\$25.18**.



Waste Water Rates

Commercial Rates

3,000 gallons or less \$ 18.75 base rate
 Each 1,000 gallons after \$ 4.40 per 1,000 gallons

Residential Rates

3,000 gallons or less \$ 15.50 base rate
 Each 1,000 gallons after \$ 4.40 per 1,000 gallons

Water Rates

Commercial Rates

Total Gallons Used	Cost per 1,000 Gallons
3,000 gallons or less	\$ 30.00 base rate
3,001 to 12,000	\$ 5.90
12,001 to 15,000	\$ 7.09
15,001 to 30,000	\$ 10.63
30,001 to 50,000	\$ 17.75
50,001 +	\$ 26.00

Residential Rates

Total Gallons Used	Cost per 1,000 Gallons
1,200 gallons or less	\$ 12.50 special rate
1,201 to 3,000	\$ 25.00 base rate
3,001 to 7,000	\$ 5.20
7,001 to 12,000	\$ 6.50
12,001 to 15,000	\$ 7.80
15,001 to 20,000	\$ 9.10
20,001 to 30,000	\$ 10.50
30,001 to 50,000	\$ 17.75
50,001+	\$ 26.00

Did you know?

Flushable wipes in the sewer system can cause problems, instead of dissolving like toilet paper, they clump together with grease, causing mop like clumps that clog and damage pipe and equipment. *Remember, only three things are truly flushable—human waste, toilet paper, and water.*

Single Stream Recycling



Yes, Si



**Plastic Containers
#1 through #7
(No Styrofoam)**

Recipientes de Plástico Número Uno hasta Siete (No Poliestireno)



Aluminum, Steel & Tin Containers
Latas de Aluminio, Acero y Estaño



Glass Bottles & Containers
Botellas y Envases de Vidrio



Newspapers
Periódicos



Corrugated Cardboard & Boxboard
Cajas de Cartón & Cartulina Gris



Mixed Paper
Papel Mixto



No



Paper Towels, Facial Tissue & Toilet Tissue
Toallas de Papel, Papel de Seda y Papel Higiénico



Plastic Bags & Packaging
Bolsas y Embalaje de Plástico



Wax-Coated Paper Drink Containers
Recipientes de Papel Encerado para Bebidas



Food & Wet Waste
Comida y Desperdicios Húmedos



Paper, Plastic & Styrofoam Serving Items
Platos, Tazas y Utensilios de Servir de Papel, Poliestireno y Plástico

More "No" Materials: ceramics, dishes, coffee mugs, drinking glasses, light bulbs, Pyrex, flammable, toxic, hazardous, medical waste and syringes

Más "No" Materiales: cerámica, platos, tazas de café, vidrios de consumo, bombillas, Pyrex, ninguna basura inflamable, tóxica, peligrosa, médica y jeringuillas



www.greenstar-na.com

Police Department

Our police are here to serve and protect 24 hours a day. Our police officers are dispatched by the City of Schertz. If you are in need of non-emergency police assistance, call 210-619-1200. In case of an emergency, call 9-1-1.

ALARM—Alarm permits are required if you have an alarm system installed in your home, regardless of being monitored. These permits can be obtained at the Cibolo Police Department

HOUSE WATCH—The Police Department offers a house watch service for residents while they are out of town. Twice per shift a police officer will make a special stop to inspect your premises.



Animal Services



PETS—If you have a dog or cat, it must be vaccinated and registered with the City. (Number of animals is limited to three (3) of any species.) To register your pet, bring your pet’s most recent vaccination records to the Cibolo Police Department to obtain your city license for one year.

The Cibolo Animal Shelter is located at 108 Cibolo Dr, Building 300, behind the Post Office. Please call Animal Services as soon as possible if your pet is missing.

If you have any questions concerning owning a pet, call 210-659-4851 and ask for an Animal Services Officer.

Planning & Engineering Department

Should you plan to construct, enlarge, alter, demolish, move, repair, or change the occupancy your building, structure or property, including electrical, plumbing and/or mechanical systems, please keep in mind that inspections and permits may be required. In addition, some home owners’ associations also need to approve your changes. Before any work is started, contact the permits and inspection division.

For work done by the homeowner, the homeowner should contact the permits department for applicable permits. If the work is completed by a contractor, the contractor must contact the City for the permits.

Code Violations are handled through the department, if you see a violation, such as high grass and weeds, contact our office and ask for the Code Compliance Officer or visit our website to file a concern.

Please call 210-658-4175 or visit the Online Action Center at www.mygov.us.



Other helpful links...

Taxes

City of Cibolo taxes are billed by and payable at the Guadalupe County Tax Assessors Office. Automobile tag replacement and renewals for Guadalupe County residents are also available. The county tax office is located in Seguin, and the local annex office is at 1101 Elbel Suite #1 in Schertz. (210) 945-9708



School District Information

Schertz-Cibolo-Universal City Independent School District main office phone number is (210) 945-6200

WEBSITE- WWW.SCUC.TXED.NET

A message from Cibolo Creek Municipal Authority

Keep pesticides out of CCMA's Sewer System

The wastewater from our homes and businesses is carrying synthetic pesticides such as diazinon, dursban, and malathion into the Cibolo Creek Municipal Authority's wastewater treatment plant. When this wastewater enters CCMA's wastewater treatment plant, these synthetic pesticides cannot be removed. If these synthetic pesticides are not kept out of the wastewater from our homes and businesses, YOU as a City of Cibolo water utility customer will have to pay for corrective measures.

The only GUARANTEED way to keep these synthetic pesticides out of the sewer system is for City of Cibolo residents to STOP USING DIAZINON and decrease their use of other synthetic pesticides. PLEASE do not wash out any containers and allow water to go into the drain, that have previously held any of these pesticides.

For information on alternative pest control methods and proper use of synthetic pesticides, contact CCMA at 658-6241.

START SAVING WATER AND MONEY TODAY ON OUTSIDE WATERING OF YOUR LANDSCAPE

- Reduce your watering frequency to once every five days. This encourages deeper, more drought-tolerant roots on your turf.
- If it rains an inch or more, wait at least five days to water.
- Mulch trees and plants to retain moisture and prevent evaporation..
- If your sprinkler sprays a fine mist, you're losing a lot of water to evaporation. Try a different sprinkler head or better yet, a drop irrigation system.
- When washing your car, use a cut-off nozzle instead of running the hose continuously. This will save 8 gallons of water per minute.
- When installing a new lawn or planning landscaping, consider using plant and grass varieties that are adapted to your site and require little supplemental water once established. The local Texas Agricultural Extension Service, local nurseries or garden shops can provide you with more information on these varieties available in this area.

Mosquito Control

With our year round warm climate, mosquitoes can also be a year round problem. And while we need to remember we share outside spaces with nature, we don't have to embrace a mosquito problem. When it comes to prevention, remember the 3D's -

Drain, Dress and Defend

Drain—Problems can be caused by water filled containers; where mosquitoes breed. Make sure to drain standing water.

Dress—Wear light colors, loose fitting clothing, and when possible wear long sleeves and pants.

Defend—Choose a repellent that has been registered with the Environmental Protection Agency (EPA). These have been reviewed and approved, posing a minimal risk for humans when used as directed.

