



City of Princeton
123 W. Princeton Drive
P.O. Box 970
Princeton, Texas 75407
Phone: 972-736-2711
Fax: 972-734-2548
www.princetontx.gov

WELCOME TO THE CITY OF PRINCETON

GENERAL INFORMATION

Princeton is a General Law city, operating under the laws of The State of Texas. The elected Mayor and City Council set the policies and procedures for the City by adoption of ordinances (laws) and by controlling city expenditures through the adoption of an annual city budget. The City Council has turned the authority for enforcement of the city to the City Manager. If a problem is encountered with any city function or service, or if you have a suggestion to improve the city service, you should first contact the city department responsible for the function or service. If satisfaction is not obtained by this procedure, you should then contact the City Secretary. If the situation cannot be resolved at this level you will then be referred to the City Manager. If the situation is still not resolved you may contact any member of our City Council and you will be advised of the procedures necessary to appear before and to address the council. The City Council meets on the 2nd and 4th Mondays of each month at 7:00 PM. Council meetings are held in the Council Chambers at City Hall, 123 W. Princeton Drive. All Council meetings are open to the public.

WATER UTILITY SERVICE

- **Deposits**

Each residential utility customer is charged a \$200.00 deposit. Of that amount \$50.00 is a nonrefundable service charge. \$150.00 is refundable when the account is closed, less the amount due on your final bill.

Commercial deposit is \$400.00. Of that amount \$50.00 is a nonrefundable service charge. \$350.00 is refundable when the account is closed, less the amount due on your final bill.

- **Utility Billing Policies & Procedures:**

Billing cycles are from the 20th of each month. Water bills are mailed on or about the last day of the month and are due by the 10th of the following month.

If payment is not made by the 10th, a late fee of \$10.00 will be added for amounts less than \$100.00 and 10% for amounts over \$100.00. If you do not receive your bill by the 10th of the

month, please call the water department at 972-736-2711. Listen to the automated system for options, then dial extension 304 or 307 and they will give you the amount due. If payment is still not received by the 20th, the service will be scheduled for cut-off, and a \$40.00 reconnect fee will be charged to restore service. "After hours" reconnection is available for an additional \$80.

The city accepts cash, check, money orders, VISA and Master Card. A fee of \$30.00 will be charged on all returned checks. You will be notified via certified mail. If the check is not paid, the information will be sent directly to the District Attorney's Office for collection. **Curbside night drop is available for after hours and weekend payments.

AUTOMATIC BANK DRAFTING IS HERE

- How this service works:

You will receive your monthly utility bill in the mail on your normal billing date. The bill will state, "Amount Due will be Bank Drafted – DO NOT PAY". Your bank will then deduct the billed amount and forward your payment to the City.

Please allow four to six weeks for drafting to be activated.

- Advantages of bank draft?

No monthly check to write, saves postage and it is fast and easy!

Is there a fee for this service?

There is no charge for bank drafting, and it may be discontinued at any time by simply notifying the City of Princeton in writing. Ask our customer service representative for the necessary form(s).

- On-line banking

For our customers that choose to do on-line banking, please note that your bank will send a paper check to our office by US Mail. Payments are not posted to your account until we receive and process your payment in our office. Actual receipt of the check may take 10 to 15 days from the time your bank notifies you that the funds have been taken from your account.

SOLID WASTE:

Garbage Collection is provided by the contract services of IESI. Trash must be out by 7:00 AM on Thursday. If there is not a trash cart at the residence when you move in, if you require an additional cart, or if your cart becomes damaged, contact the Utility Services (City Hall) at 972-736-2711. Listen to the automated system for options and then dial extension 304.

Recycle carts will be picked up every other week. Please contact the Utility Services Office for specific dates.

Bulk trash will be picked up every other month on the third Saturday of each month. Please contact the Utility Services Office at 972-736-2711 to add your name and address for the next collection date.

MUNICIPAL COURT

The Court Clerk is located at City Hall. Court Sessions are held on the 1st and 3rd Wednesday at 2 PM of each month and trials are held on the 3rd Wednesday at 6:00 PM. Contact the court at 972-736-2548. Listen to the automated system for options, and then dial extension 315 or 309.

FIRE DEPARTMENT

Emergency Phone 9-1-1

Administrative Phone 972-736-6668

Princeton has a trained and well-equipped volunteer fire department. The Fire Department is funded partly through the City budget process and partly through fund raising activities.

POLICE DEPARTMENT

Emergency Phone 9-1-1

After hours non-emergency 972-736-3555

Business hours non-emergency 972-736-3901

The Princeton Police Department is funded through the City budget process and provides a full range of services and is active in educational and crime prevention programs.

MISCELLANEOUS INFORMATION

- **Animal Control**

The City of Princeton contracts with the Collin County Animal Control (972-547-7292), which regulates the animal leash law, animal licenses, and number of animals, allowed per residence, and permit requirements for kennels.

- **City Codes /Ordinances**

The City of Princeton has a strong code enforcement policy, and a copy of any City Ordinance or code is available upon request for a nominal fee. Visit City Hall to obtain the necessary permits for building, remodeling, roofing, fencing, demolition and other projects. Situations requiring zoning changes, or the granting of variances to City Ordinances should be discussed with the City Manager. Referral to, and scheduling of hearings by the appropriate board or commission to grant such requests can then be arranged. These boards or commissions do not meet on a regular basis, so be sure to discuss your plans early to avoid delay in the implementation of your plans

- **Internet providers that are available in this area are SBC, Time Warner, Verizon, and DFW Air**

HELPFUL NUMBERS

Central Appraisal District 972-562-1404

Chamber of Commerce 972-736-6462

www.princetonisd.net

Clark Middle School 469-952-5404

Princeton High School 469-952-5405

Huddleston Intermediate 469-952-5403

Lacy Elementary 469-952-5401

Godwin Elementary 469-952-5402

Harper Elementary 469-952-5409

Collin County Health Dept 972-548-5585

Collin County Tax Office 972-547-5020

First Choice Electric Co. 866-469-2464

Housing Authority 903-813-3523

Public Library 972-736-3741

Post Office 972-734-2521

TXU Electric 800-242-9113

SBC 800-464-7928

IESI Trash Complaints 469-452-8000

Time Warner Cable 972-445-5555

Collin County Sheriff 972-547-5100

Collin County Elections 972-547-1900

Atmos Energy 1-800-817-8090

1-800-460-3030