

TOWN OF OAKLAND

Water, Sewer, & Sanitation

170 Doss Circle P.O. Box 56

Oakland, TN 38060

901-465-8523

Fax 901-465-1883

Oakland City Hall is open Monday- Friday, 8:00 AM- 4:30 PM

Utility payments are due on the 15th each month. Payments made after the 15th will have a 10% late penalty charge added to the amount. If not paid in full, including penalties, on the 25th of each month, the termination of service process will begin and an automatic service fee of \$30.00 is incurred on all balances over \$10.00. The fee to restore service after business hours is \$50.00. If the due date falls on a Saturday, Sunday, or a Town holiday, net payment will be accepted in the security box as timely paid up to the beginning of the next business day. Payments placed in the security box after the beginning of business the next business day will not be considered timely. All payments must be received by close of business (4:30 PM) to be counted for that days business and if placed in the box after close of business (4:30PM) on the due date penalties will be applied to the account.

We offer several ways to pay your monthly utility bill:

- Payment can be made in the office during daily business hours with cash, check, or money order. Please be sure to bring the entire bill with you.
- The security drop box located to the left of the front doors with cash, check, or money order. Please include our portion of the bill and put your entire payment inside an envelope.
- Auto-draft. We must have avoided check and a signed authorization form.
- On-line banking through your bank. Please note that we will not receive funds from your bank on the same day the funds are drafted from your account(s).
- On-line at www.oaklandtennessee.org (click on the "Departments" tab). You must allow 48 hour processing of online payments for funds to be considered received by the Town.

Security drop box payments are removed and registered at the beginning of business each day.

Solid waste is provided by Waste Connections of TN, Inc. and will be billed through our office on your utility bill. The monthly solid waste fee for weekly residential pick up is \$13.52. This service is required for all customers who live within the Oakland city limits. If you live outside the city limits, you will have to provide your own trash disposal. Any questions, complaints, or concerns, please contact the Town's customer service line at 901-465-8830 (Monday- Friday). If you have more trash than what the cart will hold you may: (A) request a second can via the customer service line at an additional cost of \$6.00 per month or set no more than 3 bags (not exceed 35 pounds each, which is equivalent to a 40-gallon trash can) next to your cart. Personal trash cans will not be picked up only company issued cans will be serviced.

Sanitation / Yard Debris

Yard debris pick up is included with solid waste and will be picked up on your regular trash day. Place your trash can and yard waste on the curb by 6:00 AM on the day of your weekly pick up. Please note there may be times yard debris volume is high and may be picked up at a different time or day of your regular household trash

TRASH PICK UP DAY _____

Acceptable Yard Waste:

- Larger tree trimmings (twigs/branches) not to exceed 5 feet in length and 5 inches in diameter.
- Small tree trimmings, grass, leaves, stems, stalks, and flowers not to exceed 2 feet in length and 2 inches in diameter to be placed in a container or bag.
- Maximum weight of any item placed out for yard waste shall be 35 pounds.
- Maximum volume not to exceed 6 yards, equivalent to 42-30 gallon garbage bags not to exceed over 3 bags.
- Please keep yard debris approximately 10 feet separate from your regular trash.

Unacceptable Yard Waste:

- No sod
- No sand or dirt
- No rocks or cement
- No hazardous materials
- Wood that contains nails

NO PERSONAL CARTS:

If you want you an extra cart you can request one for \$6.00 extra month, Contact Tiffany at the office ext. 102)
ALL BULK ITEMS MUST BE REMOVED BY THE HOMEOWNER

Holiday Schedule

If your pick up fall on or after the holidays listed below, your pick up will occur one day later. The holiday schedule is as follows:

NEW YEAR'S
MEMORIAL DAY
LABORDAY
CHRISTMAS DAY

MARTIN LUTHER KING DAY
JULY 4TH
THANKSGIVING DAY