

Town of Oakland Water, Sewer, and Sanitation

170 Doss Circle/ P. O. Box 56

901-465-8523

901-465-1883- Fax

Business Hours Monday -Friday 8:00AM-4:30PM

Utility billing and payment schedule:

- Bills are mailed on the 1st day of each month and are due on the 15th of each month. After the 15th there is a grace period until the 25th of the month.
- 10% late fee is added if paid after 4:30 (close of business) on the due date of the 15th.
- \$30.00 service fee/ late fee is added to all accounts not paid by 4:30 on the 25th and account will be disconnected.
- \$50.00 service charge to any account that is cut on after hours if services have been disconnected for non-payment.
- Please note if the due date falls on Saturday, Sunday, or a Holiday the payment will be considered on time if paid by 4:30 the next business day the office is open.

Acceptable payment options:

- Payments can be made at City Hall during normal business hours in the form of cash, check, money order, and credit card.
- The night deposit box is located on the front of the building and please note payments placed in the drop box after 4:30 will be considered paid on the next business day and will receive penalty/ late fee if it is a due date.
- Automatic draft can be set up in the office, you must fill out a form and provide a voided check.
- Online payments can be made at oaklandtennessee.org the link for utility bill payments is located at the bottom of the web page. Please make sure once in the Citisens Portal payment processing site that you click Town of Oakland Utility Payments to pay the bill. This option accepts credit cards or ACH (check) payments
- Pay by phone at [1-833-560-2569](tel:1-833-560-2569) this system accepts credit card and ACH payments (checks).
- If you choose to use your personal banks online bill pay, please know that they mail a physical check to our office and that make take several days even though your bank account may show cleared.

Please note if you pay by check through the online or pay by phone system it takes 5-10 business days to clear and your account could be charged late fees , services charges, and disconnection if it does not clear to our system before the due date.

The Town of Oakland provides sanitation services for residential customers that reside in the Oakland city limits. The cost for once-a-week trash pick-up is \$28.50 this includes one 95-gallon container and pick up of 3 additional bags placed outside of the can. The cost for an additional can is \$10.00. Please note personal cans will not be serviced only garbage cans provided by Team Waste. Please have your garbage can on the curb no later than 6:00 AM on your trash pick-up day.

Yard Debris is included with solid waste pick up and will be picked up the same day as your regular pick up. Please make sure your trash can and yard debris is on the curb by 6:00 AM. 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 trash.

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
- 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

ALL BULK ITEMS MUST BE REMOVED BY HOMEOWNER OR YOU CAN CONTACT TEAM WASTE TO SCHEDULE A PICK UP AT 901-300-3263. THERE MAY BE AN ADDITIONAL COST IF YOU REQUEST A SPECIAL PICK UP FROM TEAM WASTE.

TRASH SERVICE OBSERVED HOLIDAYS

NEW YEAR'S

MARTIN LUTHER KING DAY

MEMORIAL DAY

LABOR DAY JULY 4TH

THANKSGIVING

CHRISTMAS