Leonard City Hall
Hours of operation are Monday through Friday 8:00 am - 12:00 pm and 1:00 pm - 4:30 pm
Phone: 903-587-3334
Email: utilitybilling@cityofleonard.net

New Customer Frequently Asked Questions

1. **When are utility bills due?**
   Utility statements are mailed by the last day of each month and are due by the **15th** of the following month. Late fees are assessed the first business day after the 15th.
   All payments made online after 4:30 will be processed the next business day.

2. **What is the late fee policy?**
   - If payment is not received by the **15th** of the month, a $15 late fee will be assessed in the morning of the next business day.

   - If the balance is not paid in full by the **25th** of each month, the service will be disconnected, and a $50 administrative fee will be added.

   - All outstanding balances plus the $50 disconnect fee must be paid in full prior to reconnection of service.

   - Should the past due amount remain unpaid 10 business days after disconnection of service, the account is closed, and the deposit is applied to the outstanding balance.

3. **What are my options for paying utility bills?**
   - You may pay online. From the homepage of our website, click Pay Utility Bill Online.

   - You may sign up for text or email notifications and pay through the customer portal online. Please see below for additional information on this.

   - You may have your account automatically drafted each month by card though the online customer portal.

   - You may have your account automatically drafted each month with a checking account by filling out the ACH form and returning it to our office. Please note that all applications must be turned in before the 20th of each month to be drafted the following month.

   - You may drop your check payment in the green Drop Box behind City Hall (all payments dropped after 8 am will be processed the next business day).

   - You may bring your payment of cash, check, money order, or credit card in person. Credit/debit cards are charged a fee of 3 1/2% per transaction.

4. **What is the customer online portal?**
   The customer online portal allows you to view and pay bills, sign up for text and email notifications, as well as use other utility service features.
   You can set up your account by going to the website AutoPay at https://www.fastgovpay.com/leonard/guest/utilities/search and clicking the login option.
   Additional instructions for setting up a new account can be found on the city website.

5. **What services does the utility bill include?**
   The city provides water, sewer, and trash services.
   Trash is picked up on Mondays and trash cans should be placed by the street by 7 AM. Only trash inside the trash can will be picked up.
   The trash company, Sanitation Solutions, works every holiday except Christmas Day & New Years Day.
   All residential accounts include one trash can. A second one may be added to the services.

6. **How do I get a polycart (trash can) replaced or removed?**
   You can call or email City Hall for replacement, removal, or addition of a polycart.
   One polycart is included with a utility account and a second additional polycart is $7.50 per month.

7. **What are my electric provider options?**
   You can use the website Power to Choose to view electric companies available in your area. Enter your zip code at their website link below.
   Choose Texas-New Mexico Power Company as the Transmission and Distribution Utility.
   You can view a list of electric companies and their offers, or you can narrow your search to company plans that better fit your usage, rate preferences, and other variables by answering the question prompts. https://www.powertochoose.org/

8. **Who is the gas provider for the city?**
   Atmos Energy is the company that provides gas for the City of Leonard.

General Resident FAQs

9. **When does the City Council meet?**
   Regular Council Meetings are held on the third Tuesday of each month at City Hall beginning at 6:30 pm. The public is always invited to attend, or watch live on Facebook at the City of Leonard's Facebook page.

10. **What are the rates for notary services?**
    Notary services are $5.00 per signature.

11. **What is the Noon siren?**
    The Noon siren will sound every day to signal that the time is 12:00 pm.
    This siren may also serve as a severe weather warning when needed.

12. **How do I receive emergency notifications from the City?**
    CodeRED notifications are sent out when boil water notices are issued and rescinded. To be
    informed, you can register here to create an account and be added to our City of Leonard
    emergency notification database. https://public.coderedweb.com/CNE/en-US/BF8AC903C8D9
    If you would like to stop receiving them, please use the link below.
    https://info.onsolve.com/Notification-Opt-Out.html

13. **What are the city dump rates and what is the City Wide Clean Up?**
    The City dump is available to water customers year-round during normal business
    hours. City dump truck loads are $60 and trailer loads are $80. Payment should be made in advance
    at City Hall.
    The City Wide Clean Up is done in the Spring and Fall for City of Leonard water customers. During
    the Clean Up there is no charge for customers to use the city dump.

14. **What items can I bring to the City dump?**
    You may bring bulky items, furniture, trash, bag or box small items, and items without freon.
    Metal should be placed in a separate bin.
    The following items are **prohibited**: construction trash, chemicals, commercial dumping, concrete,
    electronics (including computers & TVs), hazardous materials, batteries, motor oil, paint, pesticides,
    rock, roofing materials, or tires.

15. **Are permits needed to have a garage sale?**
    No permits are required for garage sales. For additional information about permits, please go to
    the Permits and Forms tab on the City of Leonard Website.

16. **What are the registration requirements for pets?**
    Dogs and cats older than four months should be registered annually with the City, which requires
    proof of current rabies vaccination. Registration forms are available at City Hall or on the City Website
    under Animal Control in the City Services tab.