



*City of Burnet*

*Lakes • Hills • History*

**BURNET, TEXAS**

*Bluebonnet Capital of Texas*

# *New Customer Information*



## **WELCOME**

### **Hello**

Welcome to the City of Burnet. We hope this pamphlet will give you some information that you will find helpful as you settle in. Contact the Municipal Offices if you need further information or view our web site at [www.cityofburnet.com](http://www.cityofburnet.com)

### **General Information**

The City of Burnet, the county seat for **Burnet County**, is situated at the northern end of the county and encompasses approximately six square miles. The population is approximately 7,000 people. The courthouse is located on the square in Burnet. The courthouse annex houses many of the county offices and is located at 1701 E. Polk (Highway 29 East).

The school district is the **Burnet Consolidated Independent School District ([www.burnet.txd.net](http://www.burnet.txd.net))** and consists of Burnet High School, Quest High School, Burnet Middle School, Burnet Elementary, Shady Grove Elementary R.J. Richey Campus, 6th Grade Campus and Bertram Elementary School.

**The Herman Brown Free Library** is located at 100 E. Washington (on the square) in Burnet. Services include weekly story hours for preschoolers, adult reading literacy and G.E.D. study programs, computers, internet access and counselors to teach the novice computer user, and a meeting room for community use.

**Seton Highland Lakes** is a 42-bed acute care hospital and a member of the Seton Healthcare System. Services include 24 Hour Emergency Room, Home Health Services, Hospice Services, Occupational Therapy, Physical Therapy, Cardio/Pulmonary, and Chemotherapy. Seton is located at 3201 S. Water, (Highway 281 South.)

The **Municipal Airport** is located at Kate Craddock Field at 2302 S. Water (Highway 281 South). Services include a 5,000 ft. lighted runway, paved taxi strip, Avgas and jet fuel, aircraft maintenance service and instrument landing service. Covered hangers are available for a fee. Contact Faulkner Air Service for information (512) 756-6655.

Burnet is located approximately 55 miles northwest of Austin. Austin Bergstrom Airport is the nearest major airport.

**Fort Croghan Museum and Grounds** provides a glimpse of life as it was during the mid 1800's when Burnet was founded. The museum houses more than 1200 artifacts from the area. The fort grounds include log cabins, a powder house, a look-out building, a stage coach stop, a one-room school house and others. Contact the museum at (512) 756-8281 or go to their web site at [www.fortcroghan.org](http://www.fortcroghan.org) for more information.

**The Commemorative Air Force Museum** is located at Kate Craddock Field in Burnet, Texas. The museum features military memorabilia, static displays and planes. The CAF Highland Lakes Squadron holds fly-ins throughout the year.

### **Parks and Recreation**

Burnet offers several community parks across the city. **Hamilton Creek Park** includes paved walkways, fountains, gazebos, picnic areas and a children's play area. Hamilton Creek Park is located on Highway 29 West just past the Highway 281 junction.

**Galloway Hammond Recreation Center** offers a wide variety of recreational activities including two indoor swimming pools, an outdoor splash park, a large gymnasium and complete workout center. Activities include swim programs, aerobic classes, water aerobics, children's activities and a myriad of classes for all ages and interests. The facility also offers ball fields to area youth groups and an RV Park with three-way hookups. Call (512) 756-6180 for more information or go to [www.gallowayhammond.com](http://www.gallowayhammond.com) on the world wide web. Galloway Hammond is located at 1601 S. Water (Highway 281 South).

**Delaware Springs Golf Course** is a municipal golf course that is open to the public. This 18-hole championship course offers a pro shop, driving range, putting green, snack bar and dining room overlooking the number eighteen green. Call (512) 756-8471 or go to [www.delawaresprings.com](http://www.delawaresprings.com) on the world wide web. Call for tee times.

**Community Events** are offered by various groups in the City. Contact the **Chamber of Commerce** (512) 756-4297 ([www.burnetchamber.org](http://www.burnetchamber.org)) for more information.

### **Transportation**

The C.A.R.T.S. program provides transportation to residents locally and to Marble Falls, Bertram,

Georgetown, Round Rock, Temple and Austin. Out of town trips are generally reserved for doctor appointments. Prices range from \$1.50 each way for local travel to \$9 each way for Austin trips with significant discounts for seniors and disabled. Call 1-800-456-RIDE (7433) at least 24 hours in advance to schedule a ride or to get more information.

### **Senior Programs**

The Neighborhood Association provides a number of services to local seniors (age 60 and above) including Meals on Wheels, lunch at the neighborhood center, O.A.R.S. (respite services for caretakers of the elderly), "Friendly Visits", transportation services, and bingo. Call 756-4334 for more information about the services.

## **CITY UTILITIES**

### **General**

The City supplies electricity, water, sewer and garbage services to its citizens. All utilities are billed under one billing which is sent out on the last working day of the month. Payment for services are due by the 10th of the month and can be mailed to P.O. Box 1369, Burnet, Texas, 78611; can be brought to the City Municipal Offices at 1001 Buchanan Drive, Suite 4 (Highway 29 West; dropped in the drop box at City Hall; paid by bank draft; or paid online (see City Web Site on other side.)

Bills not paid by the 10th are subject to a late fee. Bills not paid by the 20th are subject to disconnection. A re-connection fee will be charged when service is reconnected. In the event of a hardship or emergency, citizens may apply for an extension (subject to annual limitations). Extension applications can be picked up at the Burnet Municipal Office or downloaded from the City's web site. Two disconnections or more may result in an increased deposit.

Bills paid with insufficient funds are subject to immediate disconnect and will be charged an NSF fee. Receipt of two or more NSF payments in one year will require customer to pay with cash or money order for future payments and may result in an increased deposit.

Information on the utilities application is considered public information unless specifically requested to be held as confidential. Confidentiality forms can be obtained at the City Municipal Office or downloaded from the internet. Information applicable to the confidentiality request are name, address and social security number only.

**P.O. Box 1369**

**Burnet, TX 78611**

**(1001 Buchanan Drive, Suite 4)**

**[www.cityofburnet.com](http://www.cityofburnet.com)**

**(512) 756-6093**

**(512) 756-8560 FAX**

## Reporting Problems

Call (512) 756-6093 to report problems with City utilities during business hours. To report problems after 5 p.m. in the evening, before 8 a.m. in the morning, on weekends or on City holidays call the after hours numbers.

## Electric Service

The Electric Department is responsible for reading electric meters, and reporting usage to the billing department. They are also responsible for repairing electric lines and installing new electric lines across the City. Citizens must make their meters accessible to the reader. Meters should be in clear view and free of brush, debris and animals.

It is unlawful to tamper with electric meters in any way or to share electric service with other households. Every household must have their own meter. Violators will be prosecuted.

Security Lights are available for a monthly fee from the Electric Department. Contact the utility office to schedule installation.

The after hours number for electric emergencies is (830) 798-4775.

## Water and Sewer

The City provides water and sewer services to the citizens of Burnet. The Water/Wastewater Department is responsible for all water and sewer issues. Report any breaks immediately by calling (830) 798-4776. City water is regulated by state regulatory agencies and mandatory guidelines are followed to assure high standards. The City uses surface water from Inks Lake.

The proper disposal of grease and other wastes is required in order to protect sewer lines, not only on City property but on personal property as well. A flyer regarding the proper disposal of grease and other wastes can be obtained by going online or from City Hall.

The after hours number for water or sewer emergencies is (830) 798-4776.

## Sanitation

The City of Burnet has contracted with IESI to provide garbage services to citizens of Burnet. (See the

brochure on garbage services for additional information.) Household garbage is collected once weekly. Call the City of Burnet or refer to the Route Map (available at City Hall) or the City Services page on the web site, to determine which day your location is collected. Prohibited items include batteries, tires, hazardous materials, and liquids. Pick-ups scheduled on a holiday will be picked-up on the following work-day. Refrigerators, freezers or air conditioning units will be picked up from the curb side ONLY if tagged by a certified technician to be Freon free. Carts are provided by IESI in accordance with the service you signed up for. Standard residential service includes one 90-gallon cart per household. IESI will pick up bundled brush and tree cuttings, up to three cubic yards, (*this is about a 4 ft. tall by 4 ft. long by 4 ft. deep bundle*) along with the regular trash pickup. Any more than three cubic yards on a given pickup day will be charged at a rate of \$7.50 per cubic yard. All brush and cuttings must be bundled in no more than four foot lengths.

Customers who wish to rent a dumpster can call the Utility department at City Hall to schedule the rental. Prohibited items include batteries, tires, hazardous materials, and liquids. Roll-off boxes are scheduled by IESI by calling 1.866.282.3508.

## Animal Control

The City of Burnet Code of Ordinances regulates the control of animals within the City of Burnet. The Office of Animal Control can be summoned for nuisance animals including wild animals providing they are within the city limits. You can also call the Animal Control Office to report dangerous or potentially dangerous animals, abused, neglected or unwanted animals. To report a problem animal dial 911 to have an officer dispatched or you can call the Animal Control Officer at (830) 798-3971.

Current shelter fees will be charged for the housing of your animal. Animals are housed at the Christ-Yoder Animal Shelter and Adoption Center which is operated by the Hill Country Humane Society/SPCA at Buchanan Dam. In the event your pet is picked up by Animal Control, you can contact the shelter at (512) 793-5463. The shelter is located at 9150 Highway 1431 West in Buchanan Dam. Hours are 10-2 Monday through Saturday. Animals are held for a maximum of five days.

Dead animals can be disposed of by placing them in a plastic bag and putting them in your trash receptacle for pickup by the Sanitation provider.

## EMERGENCY SERVICES

### General

Fire/EMS and Police services are provided by the City through your tax and utility dollars.

**CALL 911 FOR ALL EMERGENCIES.**

### Fire/EMS

Burnet Fire/EMS Department provides emergency and non-emergency services to residents and visitors. The City of Burnet staff works very closely with the Burnet Volunteer Fire Department to provide services to 6.8 square miles of the City as well as 321 square miles of the county. Services include fire suppression, fire prevention, rescue, hazardous materials responses, and public education. They also provide mutual aid to nine other fire departments located in Burnet County .

Volunteer opportunities exist with the Volunteer Fire Department for individuals residing within the incorporated city limits (and non-residents meeting special criteria) to serve as fire fighters. Training and equipment is provided at no cost to the volunteer.

The Burnet EMS system is based in the City of Burnet and covers a service area of approximately 570 square miles of primary response coverage and approximately 22 square miles of ALS back-up coverage. The system offers emergency response, non-emergency transport and public information programs.

The system currently operates five MICU Certified ambulances manned by both professional responders and trained volunteers.

### Police Department

The Burnet Police Department is responsible for a coverage area through the City's Extra Territorial Jurisdiction (one mile outside the current City Limit). The City also maintains Mutual Aid Agreements with County, State and other local law enforcement agencies. The BPD offers community outreach programs including Home Security Surveys, Youth Programs, Senior Crimes, Operation Identification and Neighborhood Watch programs. Contact the BPD for non-emergency issues by calling (512) 756-6404.

## MUNICIPAL COURT

The Burnet Municipal Court provides assistance to defendants charged with Class C Misdemeanors.

Citizens who have received citations from the Burnet Police Department, Burnet Code Enforcement, Burnet Animal Control and/or other City enforcement entities will have their cases heard at the Burnet Municipal Court.

The Court Offices are located at the City of Burnet Municipal Offices, 1001 Buchanan Drive, Suite 4, in Burnet. The court offices are open from 8:00 a.m. until 5:00 p.m., Monday through Friday. The Clerk's office maintains an automated voice message system that provides the answers to most questions including court times and location. Pre-trials and trials are held at the City Council Chambers located at Kate Craddock Field, 2302 S. Water (Highway 281 South). Call (512) 756-2822 to activate the Voice Mail System. Many citations can be paid online (see City Web Site below.)

## CITY COUNCIL MEETINGS

City Council meetings are held on the second and fourth Tuesday's of each month at the Council Chambers, Kate Craddock Field, 2302 S. Water (Highway 281 South) at 6:30 p.m.

## CITY WEB SITE

The City maintains a web site with a multitude of information for citizens and visitors alike. The site is updated regularly. The URL for the site is [www.cityofburnet.com](http://www.cityofburnet.com). A list of email addresses for council members, staff and departments is included on the site.

Utility and Municipal Court customers can now access account information online by clicking on "Online Services" on the City's home page. All utility and many court transactions can be completed online using a credit card. A small convenience fee is charged by the credit card company for this service.

## USEFUL NUMBERS

City Hall.....	(512) 756-6093
Galloway-Hammond Rec. Center.....	(512) 756-6180
Delaware Springs Golf Course.....	(512) 756-8471
Cable Service—Northland Cable.....	(830) 693-7500
Cable, Phone, Internet—Time Warner...800)	418-8848
Gas—ATMOS Energy .....	
	Customer Service 800-460-3030
	24 Hour Emergency 800-817-8090
Telephone—Verizon .....	(800) 483-3000
Texas Workforce Commission.....	(512) 756-6769
Drivers License Division, TXDOT .....	512) 756-5405
IESI .....	(866) 282-3508
Burnet School District Office.....	(512) 756-2124