



WELCOME HOME *Cibolo, Texas*

WHAT'S INSIDE

- City Hall Office Locations and Contact Information
- Calendar of City Events
- City Services Over View



Nestled between San Antonio and Austin, the 2020 Census estimates our population at 35,000 residents, Cibolo still has the small town feel with big city amenities.

We are happy you decided to call us home!

HOW TO CONTACT US

City Hall
200 South Main Street
Cibolo, TX 78108
210-658-9900

Visit our website
www.Cibolotx.gov





Welcome to the City of Cibolo!

We are happy you've decided to call Cibolo home.

As the first face welcoming you to the city, The Utility Billing Office is happy to help you with getting settled, we provide you the knowledge for services, utility rates, and additional information.

Contact Us

Monday thru Friday
8:00 am - 5:00 pm

210-658-9900

Utility Billing Office
UBO@cibolotx.gov
Option 1

City Holidays

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Juneteenth
- 4th of July
- Labor Day
- Veteran's Day
- Thanksgiving
- Friday following Thanksgiving
- Christmas Day

Cibolo Utility Billing Office



Water | Sewer | Garbage

The Utility Billing Departments mission is to address community needs, while providing professionalism with experience and sustainable continuity"

Get Involved

Have your Voice Heard!

Cibolo has an array of boards and commissions to ensure responsible growth with the guidance of our residents.

These public meetings allow residents to come and share issues of interest or concerns at the start, during "Citizens to be Heard".

Meetings are held at City Hall, 200 South Main Street, unless other wise posted.

The date and time for these public meetings are listed online at Cibolotx.gov.

- City Council
- Planning and Zoning Commission
- Economic Development Corporation
- Parks and Recreation Commission
- Board of Adjustment
- Master Plan Advisory Committee
- Historical Committee
- Animal Advisory Board

There is no power for change greater than a community discovering what it cares about.

~MARGARET J. WHEATLEY

Cibolo Council is made up of the Mayor and 7 Council Members, In 2022 the city voted to update our districts from single member districts, to four (4) single member districts and three (3) at large positions. Our City Website has a district map where you can enter your address and see where you fall.



COMMUNITY CALENDAR

- Republic Services offers a Spring and Fall cleanup every year. The 6 day event has dumpsters onsite and includes a day for hazardous item drop off.
- Document Shredding happens every spring and fall.
- Through out the year Cibolo Market Days take place in Downtown every fourth Saturday.
- A Springtime Egg hunt takes place around the end of March.
- Cibolo Summer Nights! Every second Friday from May through August join your neighbors for fun and a movie on the soccer field.
- Cibolofest takes place every Fall. Enjoy a Texas Fall day with food, craft vendors, and live music.
- Events for Flag Day, Memorial Day, and Veterans Day honor the people and symbol we hold dear to our hearts.
- December brings our annual Holiday Parade.

Keep an eye on your Cibolo Utility Bill and visit Cibolotx.gov for full information as the events get closer.

Utility Services



Water



Sewer



Garbage

City Utility Services are billed monthly to all residents. The City has two billing cycles based upon the subdivision you reside in.

- Cibolo Water Customers who reside off Main Street and Cibolo Valley Drive, and Cibolo Sewer and Garbage Customers off FM 1103, Cibolo Valley Drive and south of FM 78 are part of Cycle 1 Billing.
- Cibolo Water Customers who reside off FM 1103 are Cycle 2 Billing.

	<u>Bill Date</u>	<u>Due Date, ACH, Meter Read*</u> <small>*Cibolo Water</small>	<u>Penalty Date*</u> <small>*Penalty added at close of business</small>	<u>Disconnect Date*</u> <small>*Penalty and File generated at noon</small>
Cycle 1	30th of the Month	15th of the Month	18th of the Month	25th of the Month
Cycle 2	16th of the Month	1st of the Month	4th of the Month	11th of the Month

If the penalty dates fall on a weekend or a holiday, penalties will be added the following business day at noon.

If the ACH date falls on a weekend or a holiday, the file is processed for payment the business day before.

Accounts are permitted four (4) extensions a calendar year.

Deposits paid at the time of account set up, are applied back to the account after 2 years of good payment history, or at account closure, whichever ever comes first.

The City of Cibolo Utility Billing Office accepts:

- Cash
- Check
- Credit/Debit card (3% fee)
- Online Payments (3% fee)
- Autopay (ACH) through a bank account.

We also have a drop box in the City Hall parking lot, checked daily at 8:00 am.

Utility Services

BILLING AND CHARGES

YOUR CIBOLO BILL WILL INCLUDE

WATER CONSUMPTION
WATER ACQUISITION

Residents within the Cibolo Water District will be charged monthly, based off consumption from the meter.

Residents connected to City sewer, will pay a monthly fee, based off winter averaging.

SEWER

GARBAGE
RECYCLE
TAX

Residents are charged for solid waste service based on the contract amount from the garbage provider.

The drainage fee is based on the homes impervious coverage.

DRAINAGE

CHIPPER

Monthly chipper charge for branch removal

GARBAGE SERVICE

- Every Home in Cibolo is provided one 95 gallon garbage cart and one 95 gallon recycle cart.
- Carts must be at the curb for pickup on the scheduled day by 7:00 am.
- Twice a week Garbage Service begins in June and goes through September.
- You can have 6 bags in addition to your cart.
- If your cart is missing or broken, call Utility Billing for a replacement.

BULK PICKUP

- Large item pick up is provided for residents every 60 days.
- Requests scheduled online by end of business on Wednesday will be fulfilled the following week on the homes garbage day.

CHIPPER SERVICE

- Chipper service runs monthly based on the locations of your subdivision.
- Branches should be out by 7:00 am on the Tuesday of your service week.
- See online for the Chipper Map.



What can be recycled?

- Cardboard
- Plastic
- Paper
- Aluminum
- Metal
- Glass

For many of us, clean water is so plentiful and readily available that we rarely, if ever, pause to consider what life would be like without it.

Marcus Samuelsson

Good to Know

WATER CONSERVATION POLICY

April 1 : October 31 – Irrigation systems are prohibited between 10:00 am & 8:00 pm.

November 1 : March 31 – Irrigation systems are prohibited between 10:00 am & 2:00 pm.

No Sprinklers on Sundays. Hand water at anytime.



LEAK ADJUSTMENT

If you suffer a water leak you can apply for a leak adjustment, which will discount the water charge on the bill.

The form can be found online, or in the office. Bring a copy of the invoice/receipts of repair within 60 days of the high bill for a discount on your water bill.

Be Sprinkler Smart

- Check sprinkler heads – a broken head may cause more water to run through the system.
- Verify system settings – make sure it's running like you think it is.
- Walk your system while it's running – most of us have our system set to run overnight, if there is a problem you may not see it.
- Be mindful while mowing, a mower can damage a sprinkler head!

Every 3 years, if you have a sprinkler system, you are required to have a backflow test done. The Cibolo Permit Department will reach out to your home when it's time.

Winter Sewer Averaging

Every time you run water in your home, that water heads to the sewer system. During the winter months we use the households consumption to create the Sewer charge for the following year.

- Sewer Averaging takes place each year from November until February.
- Sewer rates update on April bills.
- If you suffer a water leak during this time, you can apply for a sewer adjustment. Adjustment requests are due within 60 days of the new bill.
- Green Valley SUD provides shared customer consumption data.
- If you fill your pool during this time, please provide written notice of the approximate gallons used.

PUBLIC SAFETY

CIBOLO POLICE DEPARTMENT

162 Loop 539



Contact Us
Open 8:00 am - 5:00 pm
210-659-1999

Non-Emergency 210-619-1274
In the event of an Emergency call 911

Alarm Systems, regardless of monitoring status,
are required to be registered. Visit online
cibolotx.gov or the PD lobby to obtain your permit.

The Mission of the
Cibolo Police Department
is to provide professional
police services,
while enforcing the law and
fostering positive community
partnerships.

CIBOLO FIRE DEPARTMENT

three locations to best serve Cibolo and surrounding areas

210-658-9900 extension 3299



Fire Station #1
204 Loop 539



Fire Station #2
3864 Cibolo Valley Drive



Fire Station #3
1842 Weidner Road

The Mission of the Cibolo Fire Department
is to respond with Courage and Compassion,
while serving our Community with Honor

CIBOLO PUBLIC WORKS

108 CIBOLO DRIVE

STREETS DEPARTMENT



Our Streets crews keep city streets, curbs, and sidewalks safe for moving around Cibolo. If you see a pot hole or a sidewalk issue, report it using the website.

DRAINAGE DEPARTMENT



Providing clean drainage ways, our Drainage crews work tirelessly to keep creeks, ditches, and streets clear of debris.

The Street sweeper moves through residential areas monthly, see the map of the schedule online.

Public works help keep communities strong by providing an infrastructure of services in transportation, water, wastewater and storm water treatment, public buildings and spaces, parks and grounds, emergency management and first response, solid waste, and right-of-way management. They are what make our communities great places to live and work.

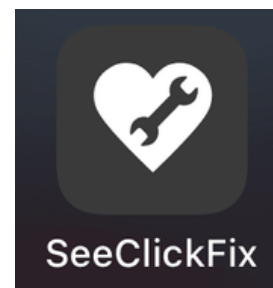
American Public Works Association

UTILITIES DEPARTMENT



Providing safe water and sewer service to residents, the Utilities crews work to repair leaks, test water, and keep the city hydrated.

Concerned there may be a leak at your home? Report it by calling City Hall or on the city website.



Cibolo Parks Department



Cibolo is Home to Four Parks with an array of outdoor activities to keep you in the sunshine all day.

Niemietz Park the city's oldest park has a spacious accessible for all park with swings and climbers for adventures of all ages to enjoy!

Veteran's Memorial Park honors Cibolo and the surrounding areas Veteran's, and provides covered pavilions with tables, a playground, and basketball court.

Schlather Park is a beautiful green space, with a walking trail and large play area for residents to come and play. Play a rousing game of disc golf and cool off while enjoying a picnic at one of the many tables around the front of the park.

Al Rich Park the city's smallest park, nestled between an elementary school and neighborhood, is a real hidden gem. A baseball diamond, a gazebo, and grant awarded music making playground, make it a great place to spend an evening, before the sun goes down.

Interested in renting a pavilion, visit cibolotx.gov for details.

With every residential development coming in to the city, we are growing our green spaces!

Subdivisions are helping to create a linear park system with walking trails and bike paths. In the future, you will be able to get from one part of Cibolo to the other, while enjoying the warm Texas sunshine, big blue sky, and mature trees.

*In all things of nature,
there is something of the marvelous.
- Aristotle*



Planning &
Zoning

Permit &
Inspections

Code
Enforcement

Communications

People &
Performance

Economic
Development

CITY HALL ANNEX

201 Loop 539

Monday – Friday

8:00 am – 5:00 pm

Planning and Zoning

Responsible for guiding smart development, Planning and Zoning ensures the growth of the City is best for industrial and commercial development while keeping in mind the heart of Cibolo are the neighborhoods that we call home. City planning is ever evolving, returning to update and improve the master plans for the progression of Cibolo.

Economic Development

At the helm of effective commercial and industrial growth, Economic Development ensures the wants and needs of business are met and recruiting new businesses to meet our citizens wants and needs. Working alongside the Planning and Permit Departments, they welcome businesses and manufacturers to City and along the main corridors of IH-35, I-10, and FM 78 and our Downtown Area.

Communications

Tasked with telling our story, the Communications Team serves as the conduit of information to our external customers as well as manages many of our community events. The team does through using a variety of communications tools to include social media, updates to our website, messages on city marquees, and through public notices and press releases to local media.

People & Performance

Responsible for attracting, developing, and retaining a world-class workforce to provide exceptional customer service to our constituents, the People & Performance Department manages all aspects of recruiting, training & development, employee engagement, and compensation & benefits for City employees. The department also leads our performance program to ensure employees and departments are effectively and efficiently managing resources to provide the greatest impact to the citizens of the City of Choice.

The city throughout the history of mankind has been the meeting place for people. Much of the culture of mankind has happened in the public space. Public space is a very important aspect of a good and well functioning city.
-Jen Gehl

Open in 2022, the Annex was a welcome relief of additional space needed for the continued growth of Cibolo not only in population but in staffing. The City and Historic Committee worked tirelessly to bring modern conveniences while ensuring the historic charm was honored and preserved.

Permits and Inspections

Should you plan to construct, enlarge, alter, demolish, move, repair, or change the occupancy of your building, structure or property (including electrical, plumbing and/or mechanical), please keep in mind that inspections and permits may be required. In addition, some home owners' associations also need to approve your changes. Before any work is started, contact the permits and inspections division.

For work done by the homeowner, the homeowner should contact the permits department for applicable permits. If the work is completed by a contractor, the contractor must contact the City for the permits.

Code Enforcement

If you see a code violation, such as high grass and weeds, contact the annex and ask for Code Enforcement, or visit our website to file a concern.



Whatever we *Accomplish* belongs to our entire group.

A *Tribute* to our combined efforts.

-Walt Disney

It's not necessary to go far and wide.
I mean, you can really find exciting and inspiring things
within your hometown.

~Daryl Hannah

CAUGHT SPEEDING?

Cibolo Municipal Court is open daily at City Hall. You can come in and request a court date, or pay your ticket.

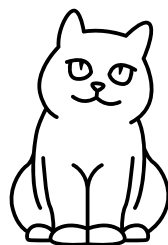
Court takes place twice a month on the second and fourth Wednesday unless otherwise noted.



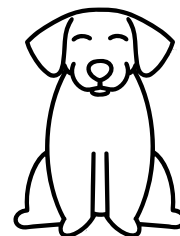
Please be aware, Municipal Court staff cannot provide you legal help.

Looking to add a fur baby to your family?

Regardless of being a Dog Person or a Cat Person, Cibolo Animal Services always has four-legged friends looking for a forever home.



Visit online for
more information!



Want to know what your tax dollars go to?

Our Finance Department posts our current and past budgets online. See a breakdown of expenses based on the funds of the City.

The City's most current Fee Schedule is also available online, showing charges you pay for City Services.

Fiscal Responsibility is our Obligation

Help Wanted

The City of Cibolo is always on the look out for dedicated and hardworking individuals.

Under the Employment menu you can find the requirements and qualifications for open positions

The City Secretary's Office houses 50+ years of ordinances and resolutions guiding the way the City operates.

Visit the Cibolo Municode library
at www.municode.com

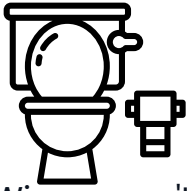


Need a copy of a police report? Want to investigate how many complaints an overgrown lot has had or any other local government document?

File an Open Records Request online.

Final Thoughts and Helpful Hints

CCMA Sewer Message:



Flushable Wipes aren't flushable,
toss them in the trash!

Green Valley
Special Utility District
830-914-2330
529 S. Center Street
Marion TX, 78124

Where to Register

SCUCISD



SCUC.TXED.NET
210-945-6200

Electric Services



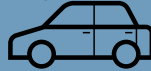
GVEC:
800-233-4832

Natural Gas



CenterPoint Energy
800-427-7142

Vehicle Registration



Guadalupe County
210-945-9708

Elections Office



Guadalupe County
830-303-6363

Homestead Exemption



Guadalupe County
210-945-9708

In 2021, the employees of Cibolo attended workshops facilitated by their peers to discuss and assemble a Values Driven culture.



Honoring the past and looking towards the future, employees created the 'P.A.R.T.I.' Values.

"P.A.R.T.I."

P - Professional Development
A - Accountability
R - Responsibility
T - Teamwork
I - Integrity

We as a staff, hold each other to these values as we arrive at work and throughout our day to serve our residents and businesses. We hope you see this in the way we operate and provide for you everyday.

There are many

Roads in which to
Roam

but the very best one brings you

Home

Residential Rates

Current Monthly Charges for Services



Water Rates

Special Rate: 1,200 Gallons or Less	\$12.90
Base Rate: 1,201 gallons +	\$26.25
Tier 1: 1,201 to 7,000 gallons	\$5.75
Tier 2: 7,001 to 15,000 gallons	\$7.35
Tier 3: 15,001 to 30,000 gallons	\$8.90
Tier 4: 30,001 to 50,000 gallons	\$10.45
Tier 5: over 50,001 gallons	\$13.08

Tiers are charged per 1,000 gallons.
Monthly water fee is calculated per tiered consumption charge, in addition to the base rate.

Sewer Rates

Base Rate: First 3,000 gallons	\$17.50
3,001 gallons and up	\$5.10

Winter Averaging sewer charge is based off of water consumption between November and February.

Tier is charged per 1,000 gallons.

Residents moving in after November 15th will be charged the City Sewer Charge until the following years winter averaging period.

Garbage & Recycle

Trash Cart Service	\$13.49
Recycle Service	\$2.46
Tax	\$1.11

Other Fees

Chipper Service	\$0.50
Water Acquisition Fee	\$6.00
Drainage Fee - Based on ERU	
Small - 0.7 ERU	\$4.20
Average - 1.0 ERU	\$6.00
Large - 1.5 ERU	\$9.00
Rural Lot- 2.0 ERU	\$12.00

Penalties

Late Fee	\$10.00
Penalty Fees are charged three days after the due date at the end of the business day. If the penalty date falls on a weekend/holiday, it is added at noon on the following business day.	
Disconnect List Fee	\$25.00
When the disconnect list is processed at noon on accounts included will be charged the penalty.	
Return Check Fee	\$25.00
When payments are returned for insufficient funds, accounts are charged a return check fee.	

Bills can be paid online at

Cibolotx.pay.opengov.com

First time users need the account number and pin code listed on the top right hand corner of your bill.

A 3% fee is added to all online payments.

Pay in person at City Hall at 200 S.Main St.

The Utility Billing Office accepts cash, check, money order, or credit/debit cards. A 3% fee is added to all card payments.

Autodraft (ACH) payment is offered through a checking or savings account, the total due is drafted on your due date.

A drop box located in the parking lot is available 24 hours a day.

Garbage and Recycle Days

Monday (*Thursday)

Willow Point
Venado Crossing

Tuesday (*Friday)

Deer Creek
Thistle Creek
Falcon Ridge
Dobie Heights
Bentwood Ranch
Woodstone
Lantana
Braewood
Cher-Ron
Springtree

Wednesday (*Saturday)

Town Creek Village
Gatewood
Stonebrook
Cibolo Valley Ranch
Riata Oaks
Charleston Parke
Turning Stone
Mesa at Turning Stone
Landmark Point
Buffalo Crossing
Cibolo Vista
Heights of Cibolo
Saddle Creek Ranch
Saratoga
Foxbrook
Red River Ranch
Steele Creek
Bella Rosa
Mesa Western
Sydney Cove
Downtown and Off of Main Street
South of FM 78

* Additional summer garbage day from
June - September.

Receptacles must be at the curb by 7:00 am on the
service day.

Bulk Pick Up Requests schedule online by 5 pm
Wednesday, are recovered on the normal garbage
day the following week.

Need a new cart?
Call Utility Billing - 210-658-9900 option 1

Chipper Service

First Week of the Month

Deer Creek
Thistle Creek
Woodstone
Dobie Heights
Bentwood Ranch
Cher-ron
Charleston Parke
Springtree
Willow Point
Estates at Riata Oaks
Lantana
Falcon Ridge
Braewood
Saratoga
Bella Rosa
Town Creek West
Town Creek South
Royal Oaks Acres

Last Week of the Month

Landmark
Turning Stone
Mesa at Turning Stone
Heights of Cibolo
Saddle Creek Ranch
Enclave at Riata Oaks
Gatewood
Stonebrook
Cibolo Valley Ranch
Cibolo Vista
Steele Creek
Red River Ranch
Downtown
Off Main Street
Falcon Crest Estates
South of FM 78
Town Creek Village
Foxbrook
Buffalo Crossing
Mesa Western
Sydney Cove

Chipper Service begins on Tuesday of the assigned week and
runs until the crews have completed the area of town.

Branches must be at the curb by 7:00 am on the Tuesday of the
corresponding week.

Pile cannot exceed 14 feet x 10 feet x 6 feet
Limb Diameter cannot exceed 6 inches.

Palm Trees are not permitted for chipper service.