

*Live, Work and Play in
the City by the Lake!*



UTILITIES & SERVICES

Utility Administration:
utilityadmin@thecolonytx.gov

WATER DEPARTMENT 972-625-2741
After Hours 972-625-4471

TRASH/RECYCLING
City Representative 972-624-3131
Republic Waste 972-422-2341

HOUSEHOLD HAZARDOUS WASTE
Customer Services 972-624-3131

ELECTRIC & GAS
Oncor Electric Delivery 888-313-4747
Co-Serv Electric & Gas 800-274-4014
Atmos Gas 800-460-3030

CABLE/TELEPHONE/INTERNET
AT&T 800-288-2020
TIME WARNER 972-742-5892
VERIZON 800-837-4966

EMERGENCY
Police/Fire/Ambulance 911

POLICE
Non-emergency 972-625-1887

FIRE
Non-emergency 972-625-3944

ADDITIONAL SERVICES

CITY HALL 972-625-1756
COMMUNITY IMAGE 972-624-3160

ANIMAL CONTROL 972-370-9250
CONSTABLE 972-434-7220

INSPECTIONS 972-624-3158
DRIVERS LICENSE
Lewisville 972-221-8081

LIBRARY 972-625-1900
Carrollton 972-245-5800

PUBLIC WORKS
972-624-3129

LEWISVILLE I.S.D.
469-713-5200

PARKS AND RECREATION
972-625-1106
Hidden Cove Park
972-294-1443

DENTON CO. TAX OFFICE
940-349-3500

POST OFFICE
5200 South Colony Blvd 972-370-9127

DENTON COUNTY GOVERNMENT CENTER
972-434-8810

CHAMBER OF COMMERCE
469-404-4088

More information and links at
THECOLONYTX.GOV

Welcome

From municipal services to leisure activities, business and play, it's all here! Amid all the new economic development, The Colony is a vibrant community that values what makes this city a great place to live — neighbors helping neighbors, residents volunteering their time and energy for community activities, and quiet, tree-lined streets.

The shoreline of Lewisville Lake may be our backyard but all the advantages of the big city are nearby. We are conveniently located just 35 minutes from downtown Dallas and only 25 minutes from DFW International Airport.

The Colony continues to evolve and grow, and we invite you to come be a part of it. You'll feel right at home!

What's Inside...

- Recycling Information
- Utility billing
- Emergency Preparedness
- Alarm Permits
- Lawn Care
- Household waste disposal
- Parks and Trails map
- How to connect with us



UTILITY BILLING PROCEDURES

Billing procedures are as follows:

	1st two digits	Date mailed	Date due
Zone 1	46-49,51-62	1st Wed. ea. mo.	3rd Wed. ea. mo.
Zone 2	50,63-73	2nd Wed. ea. mo.	4th Wed. ea. mo.
Zone 3	74-84,93	3rd Wed. ea. mo.	1st Wed. ea. mo.
Zone 4	85-95	4th Wed. ea. mo.	2nd Wed. ea. mo.

Note: If you do not receive your water bill, it is your responsibility to contact the Utility Department.

Payments must be received on or before the due date to avoid a late charge. The late charge is 15% of the bill amount.

Final notices are mailed the next business day following the due date of each billing period. If payment is not received by the date of the final notice, service will be disconnected, and all charges must be paid in full by cash, money order or Visa/Mastercard/American Express before service reconnection. Contact us to see if you qualify for an extension to avoid disconnection of service.

Disconnection of service results in a \$20.00 fee, and possible increase in deposits. If service is reconnected or turned off after 5:30 p.m. Monday through Thursday, after 11:30 a.m. Friday., or on weekends, or holidays, there is an additional \$50.00 after hour charge.

- Please refer to the online rate sheet for water and sewer rates: thecolonytx.gov/399/Utility-Billing

Utility discount for veterans

Military veterans qualify for a 10% discount on utility bills (water and sewer only—not trash and recycling). Active or retired veterans may sign-up online or in person at the city's Customer Services Department at City Hall, 6800 Main St. Participants must present a military ID, options of which include active/retired/reservist ID cards, discharge paperwork (e.g. DD 214), and/or an American Legion membership card with driver's license or other state-issued photo ID.

For more information, contact the Customer Services Department at 972-625-2741 or email at utilityadmin@thecolonytx.gov

TRASH SET-OUT GUIDELINES

- Trash and recycling services once a week.
- Place carts before 7 a.m.
- Green cart for trash and blue for recycling.
- Bag trash to prevent loose trash from flying out of cart.
- No yard trimmings, dirt, soil, concrete, construction debris or household hazardous chemical waste in carts.
- Place carts at least 3 feet apart from the nearest object such as fences, trees, utility boxes or other carts.
- Return carts to your residence or storage area within 24 hours after service (per City ordinance).
- Additional carts available by request.
- Special consideration and assistance may be provided for elderly or physically-challenged residents by contacting Environmental Services at 972-624-3131.

Report service problems, missed pick-ups, broken or damaged carts to:

Republic Waste Services
972-422-2341

Environmental Services
972-624-3131
recycling@thecolonytx.gov



Stuck in the weeds?

Per city ordinance, your lawn cannot exceed 12 inches in height (about the height of a traffic cone). We encourage those in need of assistance to take advantage of **The Colony Cares Tool-Lending Program**, from which a variety of landscaping tools and equipment may be checked out free of charge! Contact the Community Image Department at 972-624-3159 or visit TheColonyTx.gov for more info.



Household Hazardous Waste, Electronics, Needles & Meds Collection

5576 North Colony Blvd. (parking lot east of Fire Station #2)

Monthly Hours of Operation
(other hours by appointment only)

1st Monday 4 p.m. - 7 p.m.
3rd Wednesday 1 p.m. - 4 p.m.
3rd Saturday 8 a.m. - 12 p.m. (Noon)

The HHW Disposal Center may be closed during severe weather or holidays. Please call 972-624-3131 during normal business hours to verify the center is open. TX Driver's License and/or current city utility bill required.

Oil, antifreeze, car batteries and tires may also be taken to the City's Fleet Maintenance Center at 1 Harris Plaza, Suite 2. Monday & Friday 8 a.m. to 3 p.m.

✓ Acceptable items:

Yard waste (fertilizers, herbicides, pesticides, pool chemicals, weed killers)

Garage items (acid, antifreeze, car/boat batteries, chemicals, fluorescent bulbs, gasoline, empty helium/propane tanks, lighter fluid, motor oil, oil-based paints/stains, solvents/thinners, tires)

Household (aerosol sprays, art supplies, batteries (rechargeable), cooking oil, household cleaners, ink cartridges, medications, sharps, TVs, computers, printers)

X Unacceptable items: Latex paint, Ammunition, Explosives, Commercial Waste, Radioactive Materials

These items are not considered hazardous and may be safely thrown in the trash: alkaline batteries, silicone seals, soaps, adhesives, drywall compound, shampoos, tile grout, waxes

More information and links at
THECOLONYTX.GOV

THE CONSERVATION OF RECYCLING

Best practices for recycling for residents include:

- paper and cardboard items (such as pizza boxes) free of food particles;
- food and beverage cans must be empty and rinsed clean; and, lids from plastic containers must be removed and discarded.

The following items should **NOT** be put in the recycling bin:

- plastic bags
- grass clippings, brush, or limbs;
- household trash
- tires, batteries, paints, or hazardous waste
- automotive/window glass, ceramics, china, light bulbs, or Styrofoam
- plastic toys, wax paper/food containers, or aluminum foil.

Residents are reminded to put their carts out on the curb by 7 a.m. on trash/recycling collection days. Collection occurs anytime between 7 a.m. and 7 p.m.

Modern collection trucks are equipped with cameras and GPS tracking devices, facilitating effective oversight of the drivers' route, performance, and any issues they encounter during the day.

For more information about recycling or related programs, please contact the city's Environmental Services Department at 972-624-3131.

Green waste and trimmings are collected every Monday and should NOT be placed in the trash or recycling carts or plastic bags.

- Place grass, leaves, weeds, and small brush in paper lawn bags available for purchase at local hardware and grocery stores, or in a plastic container of your own.
- Tree limbs and brush must be cut to 4' lengths, tied in bundles and weigh no more than 40 lbs.
- Up to 4 cubic yards of material can be set out on your collection day. Place paper lawn bags, containers and any tree trimmings in your normal collection area.
- Household trash, dirt, soil, sod and pet waste are not acceptable yard waste materials.

Regular Trash Day

Bulk Item Day

Tuesday	1st and 3rd Monday of the month
Wednesday	1st and 3rd Monday of the month
Thursday	2nd and 4th Monday of the month
Friday	2nd and 4th Monday of the month
Green waste/trimmings	every Monday



The Colony residents recycled almost 4,000 tons of materials this past year.



YES! Please recycle:

- ✓ Glass bottles
- ✓ Flattened Cardboard
- ✓ Metal Cans
- ✓ Paper
- ✓ Plastic Bottles & Jugs



NO! Never recycle:

- ✗ Plastic bags & wrappers
- ✗ Packing peanuts
- ✗ Paper juice & milk boxes
- ✗ Clothing & shoes
- ✗ Styrofoam
- ✗ Diapers
- ✗ Toys
- ✗ Electronics & batteries
- ✗ Tools
- ✗ Food
- ✗ Lightbulbs
- ✗ Medical waste

Don't forget!

All paper items (including pizza boxes) must be free of food. All food and beverage containers must be empty, rinsed clean and have lids removed.

BULK PICK UP (TWICE/MONTH)

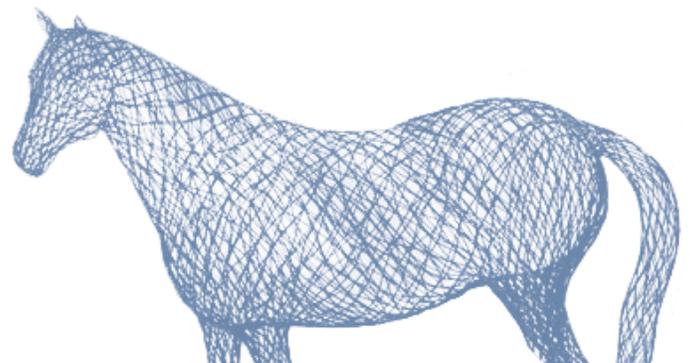
Bulky waste will be limited to a pile or 4 cubic yards. Place bulky items in your normal collection area. Please call Environmental Services with any questions at 972-624-3131.

Acceptable items:

- ✓ Furniture, appliances, water heaters, BBQ grills, fence panels, carpet, carpet pads, lawn mowers, extra bags of trash.
- ✓ Wooden items and carpet must be cut to 4' lengths or less.
- ✓ All appliances containing Freon must have the Freon removed by a certified technician and the proper paperwork attached to the item.
- ✓ Drain all appliances containing water and remove oil & gas from mowers.

Unacceptable items:

- ✗ Household hazardous waste, liquids of any kind, large metal objects (swing sets, car parts, etc.)
- ✗ Large amounts of remodeling debris (tile, flooring, roofing, long dimensional lumber, concrete, rocks, gravel) or fence posts.



population **42,000** and growing...

The Colony is one of the earliest settlements in the Dallas/Fort Worth area, and was deliberately chosen to memorialize the spirit of a new way of life idealized by the original settlement.



Fire Department

4900 Blair Oaks
The Colony, TX 75056

Phone: 972-625-3944
Emergency: 911

The Colony Fire Department's dedicated team of firefighters and paramedics is ready to serve and protect the community 24 hours a day, seven days a week. We are committed to providing a wide range of quality public services to assist our residents and visitors, including the very best possible customer service.



Did You Know?

The City of The Colony has adopted the International Fire Code as the city's designated fire code. The code prohibits open burning in the city limits year-round. Highlights also include specifications and regulations for the use of residential fire pits, which are allowed as follows:

Section 305.5 Fire Pits. All fire pits shall be constructed in a manner consistent with good engineering and construction practices. Fire pits shall not be installed within 10 feet of an adjoining property line, 15 feet from a residence and 10 feet from any other combustible materials. The maximum diameter of a fire pit shall be 3 feet, unless approved by the fire code official.



Ambulance Subscription Service

The Colony offers an alternative program for those interested in managing their costs with more certainty. The Colony citizens can subscribe to an Ambulance Subscription Program. For \$8.00 a month added to your city utility bill, subscribers are entitled to three emergency transports per year without any out-of-pocket expenses. However, insurance companies will be billed.

This benefit is only available to residents of The Colony. The resident may cancel this service in writing at anytime. The Colony Fire Department may terminate an existing membership for any reason by giving 30 days written notice to the subscriber. If protocol recommends air medical transportation, this subscription service does not apply to the services provided by the air medical transportation provider.

In the event emergency transport cannot be provided by The Colony Fire Department, the mutual aid plan will be activated. The emergency service providing the mutual aid will transport the patient and bill the patient. It is the responsibility of the patient to submit the bill to The Colony Fire Department for payment processing.

BE PREPARED!



OFFICE OF EMERGENCY MANAGEMENT

Extreme heat, tornadoes, severe thunderstorms, and flooding are among the most common natural hazards we face in North Texas. The key to weathering such incidents, including potential technological or human-made threats, lies in preparation. Visit TheColonyTX.gov/BePrepared for a wealth of preparedness information.

Basic preparedness plans should be in place at home, at work and at school, and each family member or employee should understand the plan. When a disaster strikes, there may be only a few seconds to react and find shelter.



More information and links at
THECOLONYTX.GOV



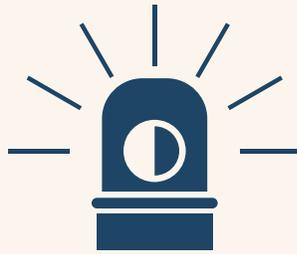
Police

5151 North Colony Blvd.
The Colony, TX 75056

Phone: 972-625-1887
Emergency: 911

Hours
Monday - Friday
8 a.m. - 5 p.m.

The Colony Police Department achieved the "Recognized Status" as a participant in the Texas Police Chief's Association Best Practices Recognition Program by demonstrating that their policies and practices met "best practice" standards in the field of policing in Texas.



Alarm Ordinance and Permit Information

Online Alarm Permit Application:
www.famspermit.com/thecolony

Alarm Ordinance

If you have an alarm system that is meant to summon the police either by an audible tone or by being monitored by a company, you must obtain a permit from the police department.

Cost

Alarm permits for residents cost \$25 annually. Alarm permits for businesses cost \$50 annually. This must be renewed each year based on the original registration date. If you change alarm companies or emergency contact information, please fill out a new application. No fee will be collected for those changes. If you move to a new location, you will need to purchase a new alarm permit.

False Alarms

You are allowed three false alarms each year. The year is based upon a calendar year from January through December. There will be a \$50 charge for the fourth

and fifth false alarm, \$75 for the sixth and seventh false alarm and \$100 for the eighth and subsequent false alarms. Multiple false alarms on the same day are only counted as one.

Automated Messaging Systems

The police department will not issue an alarm permit for an alarm system with a recorded message notification system. If the alarm is monitored by a company that sends an automated message if the alarm has been activated, a permit will not be issued.

Alarm Permit Stickers

Faded alarm permit stickers can be replaced if requested at the time of renewal for no charge. These can be mailed or you may come in person and pick one up at the records window at the police department.

Vacation House Watch

Vacation Close Patrol Service is available to residents of The Colony who will be away from their homes for at least four days and not longer than 14 days. Homes must be currently occupied. Apartments are not eligible for this service. If anyone will be staying overnight for any of this period of time, the home is not eligible. Your home will be checked a minimum of once per day.

Please call us at 972-625-1887 upon your return home. This log will be mailed to you at that time.

Submit

You are required to bring the Vacation House Check Form (PDF) with you to the Police Records Department.
<https://www.thecolonytx.gov/322/Vacation-House-Watch>

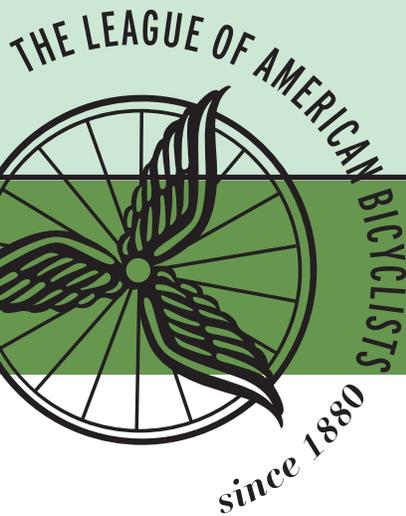
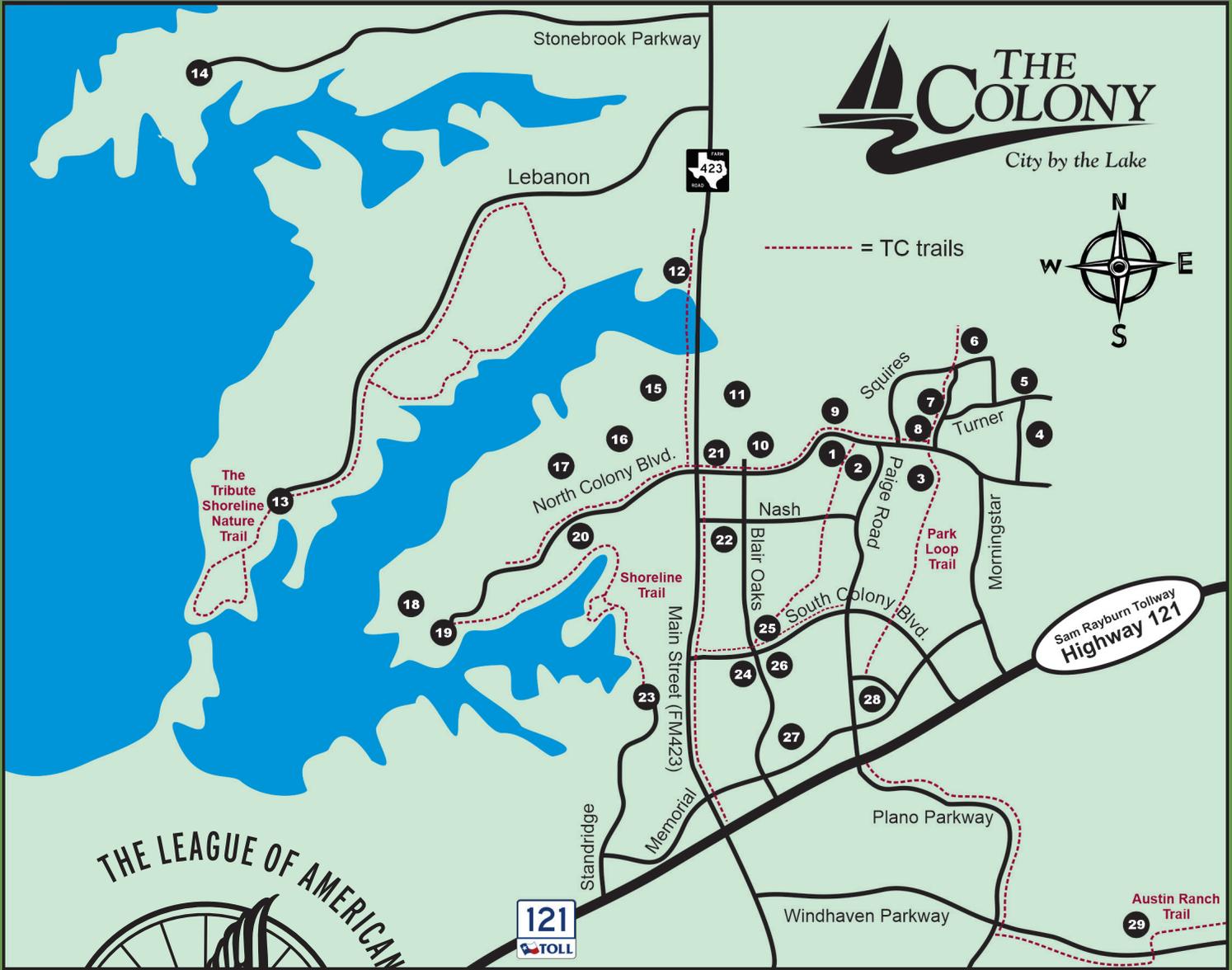
Once you fill out the Vacation House Check Form (PDF), print the form out and return it in person with proper identification (drivers license) to The Colony Police Department located at: 5151 North Colony Boulevard The Colony, TX 75056



Learn more about the Police Academy through the **Citizen's Academies**. Visit TheColonyTx.gov or call the Police Station at 972-625-1887.

Park Location Map

The Colony Parks & Recreation Department



The League of American Bicyclists recognized the City of The Colony as an Honorable Mention Bicycle Friendly Community (BFC).

The Colony Five Star Complex gets its name from five important ways the facility benefits The Colony residents through Sports, Community, Environment, Recreation, and Culture.



More information and links at THECOLONYTX.GOV

Park map and facilities information available at thecolonytx.gov/Facilities

1

5151 North Colony Blvd.
**Recreation Center
Community/Senior Center
Kids Colony Park
Wheel Zone Bike & Skate Park
Baseball & Softball Complex**

2

6600 Miller Dr.
Bridges Park/Tennis Courts

3

5600 Baker Dr.
Slay/Baker Park

4

5900 Carroll Dr.
Bill Allen Memorial Park

5

5900 Turner St.
Turner Soccer Complex

6

5700 Squires Dr.
**BB Owen Softball Complex
Lasertag-DFW**

7

7500 Taylor St.
Taylor Street Park

8

5580 North Colony Blvd.
Aquatic Park



9

5180 Ragan Dr.
Dave Cowan Park

10

7214 Wilcox Dr.
Wilcox Park

11

4800 East Lake Highlands Dr.
Pawsome Playground Dog Park

12

7801 Main St.
**Blue Sky Sports Center
Eastvale Park**

13

1000 Lebanon Rd.
**The Tribute Golf Links
and Guest House**
1001 Lebanon Road
Old American Golf Club

14

20400 Hackberry Creek Park Rd.
Hidden Cove Park

15

4526 West Lake Highlands Dr.
West Shore Park (undeveloped)

16

4515 Carr St.
Carr/Chapman Park

17

4160 Newton St.
Friendship Park

18

100 Cottonwood Springs Dr.
Stewart Peninsula Golf Course

19

3700 Sparks Rd.
Stewart Creek Park

20

4177 North Colony Blvd.
Scout Park

21

6800 Main St.
Public Library

22

4800 Nash Dr.
Lions Club Park

23

4401 Standridge Dr.
Ridgepointe Park

24

4930 South Colony Blvd.
Perryman Park
4800 Alta Oaks Ln.
Camey Soccer Complex

25

5001 South Colony Blvd.
Greenway Park

26

5000 South Colony Blvd.
Historical Park

27

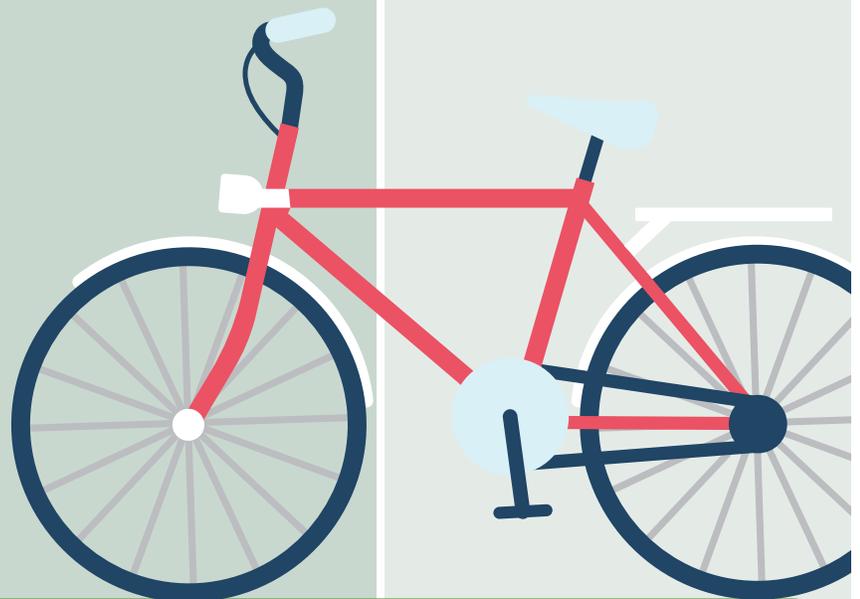
4100 Blair Oaks Dr.
Five Star Complex

28

4400 Paige Rd.
Hawaiian Falls Waterpark

29

6170 Arbor Hills Way
Austin Ranch Park



34 miles
of walking/biking paths

The Colony boasts an extensive walking and biking trail system with plans for further expansion.



6800 Main Street
The Colony, TX 75056

972-625-1756

Hours:
Mon-Thurs 7:30 a.m. – 5:30 p.m.
Fri 7:30 a.m. – 11:30 a.m.



The City of The Colony hosts a variety of family-friendly special events throughout the year!

Plan ahead to attend our signature Fourth of July celebration, “Liberty by the Lake,” as well as “American Heroes: A Salute to Veterans” every November. Both events feature all-day activities for the whole family, including live music, great food, and the best fireworks shows in North Texas! To find out more, visit the Parks & Recreation page of our website at **TheColonyTx.gov**.

CONTACT US

In addition to our website (thecolonytx.gov), the following list provides other ways to be in touch and receive the latest news and updates.

- City Council Meetings — every first and third Tuesday of the month
- Websites: **TheColonyTx.gov** or the Convention & Visitors Bureau site **VisitTheColonyTx.com**
- Find us on Facebook and Twitter: @thecolonytexas
- Email: addresses for city offices are at thecolonytx.gov
- Phone: (972) 625-3100
- Fax: (972) 624-2286
- Utility bill: Additional information may be found on the front, the back, or an insert.
- Local programming on The Colony Government Television Channel (TCGTV) - Time Warner/Spectrum Channel 16 and AT&T U-Verse Channel 99. If you are not a cable customer, you may watch the programming from the broadcast page of our city website.
- Write us a letter: City Hall, 6800 Main Street, The Colony, TX 75056
- Local newspaper: The Colony Courier Leader is published every Sunday
- Keep an eye on the signs around town for current information of events, classes, and traffic issues
- Brochures and pamphlets in city facilities are available for information on services and city ordinances
- FUN TIMES: quarterly publication is distributed by our Parks & Recreation Department including Community Center and Library activities
Visit online: thecolonytx.gov/360/PlayTC-Catalog;

