

Town of Oakland  
Water, Sewer & Sanitation

Address: 170 Doss Circle / P.O. Box 56

Oakland, TN 38060

Phone: 901-465-8523

Fax: 901-465-1883

Business Hours Monday – Friday: 8:00 a.m. – 4:30 p.m.

#### Utility Billing & Payment Schedule

- Utility bills are mailed on the 1st day of each month.
  - Payments are due by the 15th of each month by 4:30pm
  - A grace period extends until the 25<sup>th</sup> of the month.
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#### Late Fees & Charges

- A 10% late fee will be added if payment is made after 4:30 p.m. (close of business) on the 15th.
  - If payment is received after 4:30 p.m. on the 25th, an additional \$30.00 late fee will be applied.
  - A \$50.00 service fee may be charged for any cut-on or service performed after hours.
  - Even with zero consumption, a minimum bill is still received
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#### Payment Methods & Policies

- In-Person Payments: Payments may be made at City Hall during normal business hours using cash, check, or credit card.
- Credit Card Payments: A service charge applies to all credit card payments. No credit card payments will be accepted after 4:00 p.m. each business day.
- Night Drop Box: The night drop is located at the front of the building. Payments placed in the drop box after 4:30 p.m. will be credited on the next business day and may be subject to penalty/late fees if placed on the due date.
- Automatic Draft: An automatic bank draft may be set up in the Utility Office. Customers must complete an authorization form and provide a voided check.
- Online Payments: Online payments may be made at oaklandtennessee.org through the Citizen Portal. Registration is required. Customers will receive an email notification each month when a new bill is available. Online payments are credit card only and payments made after 4:30 p.m. will be credited the next business day.
- Pay by Phone: Credit card payments may be made by phone by calling 1-833-560-2569.

## Waste Pro Sanitation Services

**Phone:** 901-236-0660 ( Please contact Waste Pro for any questions)

### Sanitation Fees:

- \$26.50 per month
- Additional cart: \$12.00 per month

For any sanitation-related questions, please contact Waste Pro directly.

### Service Details

- Waste Pro will service the new WP containers.
- Up to **3 overflow bags** will be collected each week.
- Extra carts are available upon request for an additional monthly fee. Contact Waste Pro to arrange delivery.

### Yard Waste Guidelines

- Small yard waste (less than **2 feet long** and **2 inches in diameter**) must be **bagged or containerized**.
- Large yard waste items must be **less than 5 feet long** and **5 inches in diameter**.
- No single yard waste item may exceed **35 pounds**.
- Waste Pro will collect up to **6 cubic yards** of yard waste and/or bulk waste combined per week.

### Items NOT Collected

- Construction debris
  - Sod
  - Sand or dirt
  - Rocks or cement
  - Hazardous materials
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### Observed Holidays

When a holiday is observed, trash service will be **delayed by one day**.

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Labor Day
- July 4th
- Thanksgiving Day
- Christmas Day

## How to Register Your Account Online

1. Go to [www.oaklandtennessee.org](http://www.oaklandtennessee.org)
2. Click **“Pay My Bill.”**
3. The **Citizen Portal** will open.
4. Select **Register** and create an account using your **email address** and **password**.
5. After registering, choose **Add an Account**.
6. From the drop-down menu, select **Town of Oakland Utility Billing**.
7. Enter your **Town of Oakland account number** and **verify the service address**.

Once your account is set up, you will **receive your utility bill by email each month**.

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### Important Notes

- You may also add a **Town of Somerville** account using the **Add Account** option in the Citizen Portal.
- The portal is used for **both Town of Oakland and Town of Somerville**, but **each town requires different account information**, so be sure to enter the correct details.
- **Do NOT use ACH or Auto Pay for either account.**