

Home Sweet Schertz

RESIDENT GUIDE





WELCOME TO SCHERTZ

WELCOME

Welcome to the City of Schertz! We're excited to have you join our community. Whether you're new to the area or just moving within the city, this guide will help you get settled with everything from utility setup and city services to parks, public safety, and community programs.

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CONTACTS & OFFICE INFORMATION

IMPORTANT PHONE NUMBERS

City of Schertz/311	(210) 619-1000
Animal Services	(210) 619-1550
City Manager	(210) 619-1000
City Secretary	(210) 619-1030
Civic Center	(210) 619-1600
Economic Development	(210) 619-1070
EMS (non-emergency)	(210) 619-1400
Engineering	(210) 619-1820
Fire (non-emergency)	(210) 619-1300
Inspections	(210) 619-1750
Library	(210) 619-1700
Municipal Court	(210) 619-1500
Neighborhood Services	(210) 619-1650
Parks & Recreation	(210) 619-1850
Police (non-emergency)	(210) 619-1200
Police Records	(210) 619-1200
Public Affairs	(210) 619-1630
Public Works	(210) 619-1800
Utility Billing	(210) 619-1100

OFFICE HOURS

City Offices are open
Monday – Friday from **8 a.m. to 5 p.m.**

CITY HOLIDAYS

- New Years Day
- Martin Luther King Jr Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus/Indigenous Peoples Day
- Veterans Day
- Thanksgiving
- Christmas Eve & Christmas

Go to Schertz.com to view the full city master calendar.

CITY HALL ADDRESS

Hal Baldwin Municipal Complex
1400 Schertz Parkway
Schertz, Texas 78154



UTILITIES & BILLING

Setting Up Your Account

To open a new residential utility account, you'll need to complete our Residential Application Form and provide the following documentation:

- A valid Driver's License
- Proof of residency, which includes either:
 - A Lease Agreement, or
 - A Closing Disclosure

You can find the application form and additional setup details at [Schertz.com/UtilityBilling](https://www.schertz.com/UtilityBilling) or by visiting Utility Billing at Schertz City Hall.



Water Billing

The City of Schertz has two water billing cycles. Water consumption is billed a month behind. Billing accounts are updated monthly, based on the service addresses read date. If the bill due date falls on a weekend or holiday, payments are due by 10:00 a.m. the next business day. Payments not received by the billing due date will have a late fee added.

**Any account not paid after the penalty date is liable to be turned off until the account is brought current. A disconnection fee of \$20 will be applied to the account.*

Drainage Fee

The City of Schertz charges an **\$8 monthly** drainage fee, included in your utility bill, to maintain and improve the system that manages rainwater runoff from rooftops, driveways, and other paved areas. These funds help prevent flooding, protect property, and support ongoing drainage projects throughout the city.

	Reading	Billing	Due	10% Penalty	Turn Off
Cycle 1	1 st	10 th	25 th	26 th	6 th
Cycle 2	15 th	25 th	10 th	11 th	21 st



SEWER AVERAGING & WATER CONSERVATION

Sewer Averaging as of April 1, 2026

The City of Schertz uses a method called sewer averaging to help determine residential sewer rates. From November 1 to March 15, water usage across the city is monitored to calculate an average. That average is then multiplied by a set rate of \$5.40 and added to the sewer base fee to determine the residential sewer charge for the year.

Currently, the city sewer average is 5,036 gallons at a cost of \$43.59.

Water Conservation

Since 2003, Schertz has sourced its high-quality water from the Carrizo Aquifer, allowing for fewer use restrictions compared to nearby cities. After the sewer averaging period ends, new rates are applied. These may go up or down based on household size and water habits—excessive water use during the averaging period can lead to significantly higher sewer charges.

Schertz encourages good stewardship of our water resource and promotes a year-round water conservation plan. The guidelines of this conservation plan are as follows.

- Year-round sprinkler watering is **PROHIBITED** between 10 a.m. to 8 p.m. daily. The use of a handheld hose or other handheld watering devices, or a drip irrigation system, can be used at any time.
- A violation will occur if a person or customer allows water to run off or fails to repair a controllable leak. Check your meter regularly to ensure there are no leaks.
- Turn off automatic sprinkler systems.
- Don't refill your swimming pool during sewer averaging.
- Repair leaking toilets/fixtures.

For more information, please visit [Schertz.com/UtilityBilling](https://www.schertz.com/UtilityBilling) or call **(210) 619-1100**.





SOLID WASTE SERVICES

Solid Waste Services

Your Schertz utility bill includes fees for trash, recycling, brush/bulk, and household hazardous waste (pickup upon request). The current solid waste collection rate is **\$19.20 monthly**. Trash is collected once a week, and recycling and brush/bulk are collected every other week on the same day as your trash service day. Each household has an assigned trash pickup day and assigned recycling and brush/bulk pickup week. It is important that you utilize our interactive route map to determine your exact schedule.

For all information regarding solid waste services, please visit [Schertz.com/Trash](https://www.schertz.com/Trash).

Extra Cart Requests

Additional cart requests can be submitted at [Schertz.com/CartRequest](https://www.schertz.com/CartRequest), with deliveries being within 48-72 hours after the request. The cost for an extra garbage cart is \$9.25 per month. The cost for an extra recycling cart is \$5.00 per month. If you would like to request removal of a recycling cart, you will need to call Frontier at (210) 807-8555 to let them know.

You will still be charged the bundled price of \$19.20, whether you have a recycling cart or not.

Special Accommodations

Special collection assistance for trash/recycling pick-up will be provided by Frontier. There is no separate cost for this service. A doctor's note is not required, but you must certify that there is no one living and/or employed in your household who can roll your carts out to the curb on your behalf. As staff receive completed applications, they will notate it on the customer's account, which we will then share with Frontier.

You can fill out the Special Accommodations form at [Schertz.com/Trash](https://www.schertz.com/Trash).

CONTACTS

Frontier:

🌐 [Frontierwaste.com/schertz/](https://www.frontierwaste.com/schertz/)
☎ (210) 807-8555

City of Schertz:

🌐 [Schertz.com/trash](https://www.schertz.com/trash)
✉ customercare@schertz.com
☎ (210) 619-1000

HHW Solutions:

☎ (972) 440-2040

BUILDING PERMITS

Whether you're planning a new project or making improvements to your property, the City of Schertz Inspections Division is here to guide you through the permitting process and ensure all construction meets safety and code requirements.

When Do I Need a Permit?

A building permit is required in Schertz to construct, enlarge, alter, repair, move, demolish, or change a building's occupancy. Homeowners may obtain a permit for work on their own residence that they own and occupy. All contractors performing permit-required work must be registered in Schertz.

Examples:

- Sheds or other similar accessory structures over 120 sq. ft.
- Covered Patios, Awnings, Canopies, and Carports
- Concrete Flatwork
- Decks
- Roof Replacement
- Fences (except replacement fences of the same material, height, and location)
- Solar Panels
- Window/Door Replacements, Interior Remodels, and Additions

When Don't I Need a Permit?

Ordinary minor nonstructural repairs or remodeling work such as painting, wall papering, cabinets, and similar finish work do not require a permit. A building permit is not required for a permanent trash cart enclosure if specific requirements are met. View requirements at [Schertz.com/CartEnclosure](https://www.schertz.com/CartEnclosure).

For more information on permits, please visit [Schertz.com/PermitInformation](https://www.schertz.com/PermitInformation), or call **(210) 619-1750**.





PUBLIC SAFETY

The City of Schertz is proud to provide comprehensive public safety services through its Police, Fire Rescue, and Emergency Medical Services departments. Each department is dedicated to protecting the community, responding quickly to emergencies, and engaging with residents through outreach, education, and partnership programs. Learn more about our Public Safety Departments at Schertz.com/PublicSafety.



The Schertz Police Department works hand in hand with the community to promote safety and build trust through a variety of community programs. Some of the department's popular programs include:

- **National Night Out**
- **Citizens Police Academy**
- **Neighborhood Watch**

They also oversee Animal Services, which manages pet adoptions, animal welfare education, and lost-and-found pet assistance, ensuring the safety and well-being of animals in the community.



Schertz Fire Rescue is committed to protecting life and property through prevention, preparedness, and education. The department connects with residents through:

- **Junior & High School Fire Academies**
- **Public education and safety demonstrations**
- **Kids' activities and city event participation**

These initiatives give residents of all ages the tools to stay safe and build meaningful relationships with local firefighters.



Schertz EMS provides exceptional emergency care and promotes community health through outreach and education. Programs include:

- **CPR and First Aid Training**
- **Health and Safety Outreach Events**
- **Participation in community gatherings and wellness fairs**

These efforts empower residents with life-saving skills and help strengthen a culture of safety throughout the community.

COMMUNITY RESOURCES

The City of Schertz offers a wide range of community resources that enhance quality of life, promote connection, and provide opportunities for learning, recreation, and engagement for residents of all ages.

Schertz Parks and Recreation

Schertz Parks & Recreation offers endless ways to get outside, have fun, and connect with your community. Explore the vast array of parks, scenic trails, sports fields, swimming pools, and specialty spots like the skate park. Join seasonal favorites like the 4th of July Jubilee, Holidazzle, and Music & Movies in the Park, or discover nature through birding walks, star parties, and interactive programs for all ages. Whether you want to stay active, meet neighbors, or enjoy family-friendly events, Schertz Parks & Recreation has something for everyone. Learn more at [Schertz.com/ParksandRec](https://www.schertz.com/ParksandRec).



Schertz Public Library

The Schertz Public Library is more than just a place to borrow books—it's a community hub full of resources and programs for all ages. From storytimes for little ones to workshops for adults, there's something for everyone. Residents can access free Wi-Fi, computers, and a wide range of digital resources, including eBooks, eAudiobooks, and research databases. The library also hosts special events, educational programs, and activities that bring neighbors together and spark curiosity. Whether you're looking to learn something new, enjoy a quiet space to read, or connect with the community, the Schertz Public Library is the perfect place to start. Learn more at [SchertzLibrary.org](https://www.schertzlibrary.org).



Neighborhood Services

Planning and Community Development guides Schertz's growth through permits for building, remodeling, and property improvements. Within this department, Neighborhood Services acts as the helping hands of the community, supporting safety, health, and neighborhood appearance through code enforcement, inspections, the Community Tool Shed, and citywide clean-up programs. Whether you're maintaining your home or getting involved in community projects, Neighborhood Services is here to make Schertz an even better place to live. Learn more at [Schertz.com/NeighborhoodServices](https://www.schertz.com/NeighborhoodServices).





GET INVOLVED

Boards & Commissions

Are you interested in making a difference in Schertz? Joining a City board or commission is a great way to get involved, share your ideas, and help shape the future of our community. Boards and commissions are made up of resident volunteers who advise the City Council on a wide range of topics, from parks and zoning to economic development and animal services.

Whether your passion is history, libraries, transportation, or community growth, there's a board or commission that can benefit from your perspective and expertise. Members typically meet once a month and play an important role in helping guide City decisions and programs.

If you're ready to take an active role in your local government, visit [Schertz.com/BoardsandCommissions](https://www.schertz.com/BoardsandCommissions) to learn more and submit an application today. Your voice matters—get involved and help keep Schertz a great place to live, work, and play!

City Agendas

All City Council and Boards and Commissions meeting agendas are available online at [Schertz.com/Agendas](https://www.schertz.com/Agendas) at least three business days before each meeting. Residents are encouraged to attend these public meetings to learn about current projects, upcoming decisions, and to share their thoughts with City leaders.

You can also view the full calendar of upcoming meetings at [Schertz.com/Meetings](https://www.schertz.com/Meetings) to stay up to date and engaged in your community.



Find more city volunteer opportunities at [Schertz.com/Volunteer](https://www.schertz.com/Volunteer).



STAY CONNECTED



The City of Schertz offers a variety of ways that residents can stay in touch and up to date with everything happening in and around our City!



City Headlines: Bi-Weekly Newsletter

Sign up for our bi-weekly E-Newsletter to stay connected and informed with everything involving the City of Schertz. Sign up today at [Schertz.com/CityHeadlines](https://www.schertz.com/CityHeadlines).



CivicReady Emergency Alerts

Sign up for Schertz's CivicReady system to receive important emergency alerts via phone call, text, and/or email. Sign up today at [Schertz.com/Alerts](https://www.schertz.com/Alerts).



Social Media

For the latest information and updates on what's happening around the city, be sure to stay connected with the City of Schertz on Instagram, Facebook, Nextdoor, LinkedIn, and YouTube. Visit [Schertz.com/Social](https://www.schertz.com/Social) to explore all of our platforms.



Schertz Magazine

Schertz Magazine is your primary source for city news, updates, and government information. Delivered monthly to every household in Schertz, it keeps you informed about city services, important city initiatives, and community programs and events. View issues digitally at [Schertz.com/Magazine](https://www.schertz.com/Magazine).

JOIN OUR TEAM

Follow your passions and build your career with the City of Schertz. We value our employees, take pride in serving our community, and offer competitive pay, career growth, and job stability. Join a diverse and inclusive team making a difference every day.

Apply today at [Schertz.com/Jobs](https://www.schertz.com/Jobs).

