



## Inspiration Account Information

### WASTE AND RECYCLING

- Phone Number for questions or concerns on waste service (972) 392-9300.
- Your waste service provider is CWD (Community Waste Disposal). Wylie Northeast is only the billing agent for this service.
- Waste Customer Service email is [custsvc@communitywastedisposal.com](mailto:custsvc@communitywastedisposal.com).
- Trash and Recycle collection day is Thursday of each week; all collection carts should be curbside by 7:00a.m.

### EMS / FIRE RESPONSE

- **Emergency 911**
- This service is provided by the City of Wylie. Non-emergency calls 972-429-0771.
- Wylie Northeast is only the billing agent.
- A charge of \$28.30 will be on each utility bill for this service.
- Non-emergency questions about this charge on your bill can be directed to Sheryl Porter of the HOA. [sheryl.porter@fsresidential.com](mailto:sheryl.porter@fsresidential.com) or 469-522-2120.

### SEWER CHARGES

- There is a \$36 base rate charge and an additional \$1.70 per thousand gallons of water used.
- Wylie Northeast is obligated to pay the City of Wylie \$48.89 per customer per month for allowing our sewer to flow through their system.
- You can find specific rate details on our webpage <http://www.wylienortheastwater.com/rates-and-policies>.

### PAYMENTS

- Bills are due by the 15<sup>th</sup> of every month. If you do not receive your bill in a timely manner, please contact our office before the due date to avoid a late fee charge.
- As an additional courtesy to our customers, there is no charge to conveniently make your payments online at [www.wylienortheastwater.com](http://www.wylienortheastwater.com)

### COMMUNICATIONS

- Sign up for alerts on our webpage, [www.wylienortheastwater.com](http://www.wylienortheastwater.com) by clicking the orange button and submitting phone number and/or email address.
- You can follow us on Twitter @WylieNESud
- You can contact us via email at [cs@wylienortheastwater.com](mailto:cs@wylienortheastwater.com).