

City Hall
 #1 Community Drive
 PO Box 7765
 Horseshoe Bay, Texas 78657-7765
www.horseshoe-bay-tx.gov

Monday-Friday 8 a.m.-5 p.m.
 Phone: (830) 598-8741
 e-mail: city@horseshoe-bay-tx.gov

City of Horseshoe Bay City Council

Elsie Thurman, Mayor
Jeff Jones, Mayor Pro Team
Frank Hosea, Council Member
Elaine Waddill, Council Member
Buck Weatherby, Council Member
Larry Morgan, Council Member

City Manager:	Jeff Koska
Assistant City Manager:	Rick Williams
City Secretary:	Kerri Craig
Finance Director:	Molly Jester
Police Chief:	Jason Graham
Fire Chief:	Doug Fowler
Code Enforcement Officer:	Chad Mercer
Utilities Director:	Ray Garcia
Utilities Assistant Director:	Cody Martin
Field Ops Supervisor:	George Watson
Plant Ops Supervisor:	Joel Green

Emergency Numbers:

POLICE: Emergency	911	EMS: Emergency	911
Non-emergency	(830) 598-2633	Non-emergency	(830) 693-7277
FIRE: Emergency	911		
Non-emergency – Station 1 #1 Community Drive		(830) 598-6953	
WATER / WASTEWATER			
Emergency	(830) 598-8741	(After hours press #2)	On-call personnel will return your call immediately.
Non-emergency			(830) 598-8741

MARTIN PARK / PICKLE BALL COURTS / HIKING TRAIL

The David M. Martin Park is adjacent to City Hall. The pavilion can be reserved for private gatherings by contacting the City of Horseshoe Bay office (830) 598-8751 ext. 272. The park area is protected and patrolled by the City Police Department. Pickle ball courts are available to the public on a first come first serve basis. The **HORSESHOE CREEK HIKING TRAIL** is a 2.5 mile hiking trail which follows portions of Horseshoe Creek from the HSB POA Mausoleum down to Wayne's Trails near Thanksgiving Mt. and FM 2147.

CUSTOMER INFORMATION



www.horseshoe-bay-tx.gov

The **CITY OF HORSESHOE BAY** (CITY) provides a number of services for the health & safety of City residents and their guests, including water, wastewater, solid waste, police, and fire services. The following information offers a brief overview of the utility rates effective October 1, 2025:

Water Rates – for City residential accounts with a 5/8"x 3/4" meter, a base monthly charge of \$40.66 and a 1" meter \$46.40 is assessed per meter (or living unit) *plus* usage as follows:


 0 to 5,000 gallons used - Included in base monthly charge
 5,001 to 10,000 gallons used - \$5.85 per 1,000 gallons
 10,001 to 25,000 gallons used - \$7.13 per 1,000 gallons
 25,001 to 50,000 gallons used - \$8.47 per 1,000 gallons
 50,001 to 100,000 gallons used - \$10.17 per 1,000 gallons
 100,001 gallons and over- \$11.07 per 1,000 gallons

Sewer Rates – City residents with sewer connections are charged a flat fee of \$60.64 each month. (All other rates and fees are included in the Schedule of Services and Rates, a copy of which is available for inspection at the City Administrative office or on the City's website.)



Garbage Services – Contracted with Waste Management Services, residential garbage is picked up on **Monday** in Horseshoe Bay Proper, North, and South. **Tuesday** pick-ups are scheduled for HSBay West, Pecan Creek, Bay Country, The Trails, Siena Creek, Escondido, Applehead and Applehead Island. **Wednesday** will be all the Multi-Family units. These should be placed for pickup no later than 7:00 a.m. Residential rates are \$32.33 with tax. Additional garbage bins rates are \$10.00/Monthly fee. Additionally, you may call 830-598-8741 to schedule additional pickups for larger single items (i.e., chair, washer, dryer). This bulk pickup is every other Friday starting 10/10/2025.

DO NOT LEAVE ANY GARBAGE OUTSIDE OF THE CONTAINER.

Property owners must make their own arrangements for construction waste. For your convenience, a compactor/recycle center is available for City residents to dispose of garbage or other large items year-round. The center is located at 301 FM 2831 (Blue Lake Road), 1/4 mile north of Hwy. 71 by the chipper yard and the number is 512-755-3257. They are both open Mon-Fri from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. Sat & Sun from 10 a.m. to 3 p.m. except holidays.

Customer's Responsibility

- 1) All customers are responsible for monitoring and maintaining adequate water pressure after their water meter. Each customer should ensure pressures within their home do not exceed 80psi. This is accomplished by the installation of a Pressure Reducing Valve (PRV) immediately following the meter, on the customer's side, by a licensed professional plumber. The City strongly encourages homeowners to install a PRV for their own protection, regardless of their current system pressure.
- 2) A permit is required for any irrigation system connected to the City's water or sewer system. Contact Development Services at (830) 598-9959.
- 3) Water softening units should have a check valve installed to keep filter media contained within the softener unit in case of loss of water pressure due to a water main breakage.
- 4) No cross connections are allowed between customers' drinking water plumbing system and a potential health hazard, i.e. connection to their irrigation lake pump.
- 5) Customers are responsible for a water shut off valve on their side of the meter and should be familiar with where the water shut off valve is located. This is a separate valve from the water meter, located on the house side of the meter at the front property line. There may be a disconnect/connect fee charged to turn water on or off if utility personnel are called out, including overtime charges if the call is after hours.
- 6) Customers are responsible for all water that is metered through their water meter, unless a meter flow test determines that the meter is out of calibration greater than 5%. Customers should monitor their plumbing fixtures / system for leaks and ensure their irrigation systems operate properly.

GRINDER PUMPS - Due to the hilly terrain, gravity cannot be relied on to transfer wastewater from each home to the Wastewater Treatment Plant located on FM 2831 (Blue Lake Road); for this reason, a grinder pump is installed for each residence connected to the City's sewer system. The pump subjects the wastewater to a grinding process, and then provides the power to transmit the wastewater. Initially paid by the builder or the original homeowner, the grinder pump is maintained by the City at no cost (with certain limitations). However, care of the pump by the homeowner is vital in extending the life of the pump, and eventually keeping utility costs down by reducing labor spent in repairs.



GRINDER PUMP UPKEEP -Three of the worst enemies of the grinder pump are *grease, powdered detergent, and egg shells*. The City Utility office has a supply of a liquid enzyme product to pour into your drain, which helps in maintaining the pump. The enzyme is available in a 32 oz container at no cost and can be picked up at the Utility office in City Hall. It is safe to use, eliminates odor, and cleans the pipes and floats within the grinder pump. Emergency number 830-598-8741 after hours press #2.

Directions for using the enzyme require no more than 4 oz once every week applied to a sink drain or commode **with no water use for 5 hours**. One container should last for a minimum of two months. As the cost in grinder upkeep increases, this preventative measure can affect your water bill in a positive way.



Grinder problems frequently arise when non-biodegradable products are introduced into the system. It is important that paper towels, diapers, feminine products, Q-tips, napkins, or handy wipes are not to be flushed down the toilets, as the grinders cannot effectively break down these products, and causes the pump to jam/burn up. It is also suggested that liquid detergents be used instead of powder. Pour kitchen grease in a container and empty it in the trash.

City of Horseshoe Bay Police Department

Your Police Department provides around-the-clock protection for residents and property in the City of Horseshoe Bay. **Operation Bay Watch** teams officers, residents and City employees together working to keep our community safe. For information on Vacation Watches, security inspections and any other questions contact the Police non-emergency number (830) 598-2633.



EMS - Your **Emergency Service District** contracts with the Marble Falls Area

EMS for a MICU ambulance 24 hours a day. The ambulance is stationed at the City headquarters on FM-2147 at Community Drive. The unit is staffed with no less than one Paramedic and one EMT (Emergency Medical Technician). The unit carries on board an enhanced EKG monitor, defibrillator, as well as standard equipment.



Always Remember: Call 911.

City of Horseshoe Bay Fire Department

Seventeen certified professional firefighters remain prepared to respond to emergencies around the clock. The department conducts home safety surveys that may provide useful information that could result in discounts on your property insurance. The primary station is located on FM-2147 with a second station located in Horseshoe Bay West on Broken Hills. The non-emergency number: (830) 598-6953.



Tele-Care – When you live alone and family is far away, contact with our dedicated Tele-care volunteers each morning Monday – Friday lets them keep tabs on you. If you forget to call, or if you are unable to call, Tele-care will call and check on you. The program is administered and staffed entirely with area volunteers. Call the Fire Department at (830) 598-9916 for more information.