



CITY OF SAN ANTONIO
**SOLID WASTE MANAGEMENT
DEPARTMENT**

SERVICES GUIDE



sanantonio.gov/swmd



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3-1-1



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OUR MISSION

Solid Waste Management provides reliable collection and other sustainable services to our community, safely and professionally while protecting San Antonio's environment, resources and the health of its citizens through dedicated and caring teamwork.

SERVICES AND PROGRAMS AT A GLANCE	2
CURBSIDE COLLECTION REQUIREMENTS FOR ALL CARTS	4
YOUR BLUE RECYCLING CART	5
YOUR GREEN ORGANICS CART	8
YOUR BROWN GARBAGE CART	11
BRUSH COLLECTION	12
BULKY ITEM COLLECTION	15
HOUSEHOLD HAZARDOUS WASTE DISPOSAL	19
ADDITIONAL SERVICES	21
ADDITIONAL PROGRAMS	23
LOCATIONS	24
RATES AND FEES	25

The Solid Waste Management Department (the 'SWMD' and the 'Department') prepared this booklet for our customers as an easy guide to our services. Complete details on the Department's services, structure and authority are found in the San Antonio City Code of Ordinance, Chapter 14 at sanantonio.gov.

City of San Antonio Solid Waste Management Department
 4410 W. Piedras Drive, San Antonio, TX 78228



SERVICES AND PROGRAMS AT A GLANCE

The Solid Waste Management Department (SWMD) provides these services to customers who pay the City services fee through their CPS Energy account. Please refer to page 25.

Curbside Collections

Weekly:

- Blue Recycling Cart. (No additional fee.)
- Green Organics Cart. (No additional fee.)
- Brown Garbage Cart. (Monthly collection service fee based on cart size.)

Twice per Year:

- Curbside Brush Collection. (No additional fee.)
- Curbside Bulky Collection. (No additional fee.)

By Request:

- Out of Cycle Collections. (Additional fees apply.)
- Special Assistance on Collection Day. (Application required for the Walk-up service.)
- Curbside Leaf Collection. (Twice per year at no cost. Fees apply for additional requests.)
- Dead Animal Collection. (No additional fee.)
- Large Containers for Neighborhood Clean-up Events. (No additional fee.)



Disposal Locations

Open to all customers who pay the environmental fee through their CPS Energy account. Please bring a copy of your most recent CPS Energy bill.

Permanent:

- Two Brush Drop Off Centers. (Fees apply.)
- Four Bulky Drop Off Centers. (No additional fee.)
- Two Household Hazardous Waste (HHW) Drop Off Centers.

Seasonal:

- Free Landfill Days (quarterly).
- Christmas Tree Recycling (January).
- HHW Neighborhood Drop Off Events.

Education and Outreach Programs (By Request. No fees apply.)

- Outreach and Education to Schools, HOAs, Town Halls and Other Community Events.
- Outreach and Education to Multi-family Residential Units (i.e. apartment residents).
- Education and Resources for Local Businesses.



CURBSIDE COLLECTION REQUIREMENTS FOR ALL CARTS

Your Collection Schedule:

- Visit sanantonio.gov/swmd for regular and holiday schedules.
- Download the SWMD app at my-waste.mobi/TX-SanAntonio.
- Call **3-1-1** or **(210) 207-6000**.

On Collection Day:

- Blue recycle and green organics carts are collected on the same day.
- The brown cart is picked up on an alternate day.
- Place carts out by 7 a.m. on collection day.
- Place wheels of carts against the curb (or non-alley facing).
- Do not place carts in the yard, driveway or other areas the trucks cannot reach.
- Do not over-stuff or over-fill carts. The lid must close completely.
- Carts should have 3 feet of unobstructed space all around them.
- Do not park cars in front of the carts.
- Remove your carts from the curb at the end of the collection day.

Uncollected Carts:

- If your cart was missed, call **3-1-1**. Please do not call until after 5 p.m. Drivers may not be finished with their routes until the end of the day.
- Do not re-fill your cart after collection and then report it as missed or additional fees will apply.
- If your carts contain unaccepted items (contamination), they cannot be collected. Refer to pages 5-11.

Cart Maintenance:

- You may wash your cart occasionally to reduce odors and to avoid pests.
- For damaged carts or lids, call **3-1-1**.

Maintain 3 feet of space around your carts.





Recycling in San Antonio.

This information is specific to the City of San Antonio's residential recycling program. Pages 6-7 show the accepted and non-accepted items. Please remember, even if a product has the recycle symbol on it from the manufacturer, it still may not be accepted in this program. If you have any doubt about whether an item is recyclable, it is best to just place it in the brown trash cart.

Recycle Right.

- Make sure items are clean – rinse out food or liquid.
- Flatten cardboard boxes.
- Items should always be loose and never in bags of any kind.
- Although an item may have a recycle symbol on it, it may not be accepted in the SWMD program.
- If there is any doubt about whether an item can be recycled, put it in the BROWN trash cart.
- Blue carts are available in 96 gallon and 48 gallon sizes.

Avoid a Violation Fee.

- Unaccepted items in the blue cart is called contamination. Customers will incur a fee when their cart is contaminated.
- Fees are placed on your CPS Energy account.
- Most violation fees are \$25 for the unaccepted items on page 7.
- **The violation fee for diapers is \$50.** NEVER place baby or adult diapers in the blue or green carts. They are trash. Put them in a bag and place them in the BROWN trash cart.

Excess Recycling.

The drop off centers on page 17 accept large cardboard and other recyclable materials at no charge.

YOUR BLUE RECYCLING CART

Accepted Materials (only if completely clean)

Paper



Office paper
& junk mail



Cardboard
(flattened)



Dry goods packaging
& drink boxes



Newspaper &
Magazines

Plastic



Water & drink bottles
(with caps on)



Yogurt cups



Cups



Kitchen & bath
bottles & jugs

Metal



Aluminum
drink cans



Metal food cans
& lids



Aerosol cans
(empty, no nozzles)

Glass



Beverage bottles



Food jars
(lids removed)

**ITEMS SHOULD BE
LOOSE AND NEVER
IN BAGS**



Unacceptable Materials



Diapers



Hard plastic



Styrofoam® packing



Napkins & paper towels



Shredded paper



Garden hoses



Aluminum foil



Clothes hangers



Toys



Clothing & shoes



Wood & brush/yard waste



Needles & medical waste



Household hazardous waste (see page 20)



Pizza & take-out boxes



YOUR GREEN ORGANICS CART



Keeping San Antonio Sustainable.

Our City is one of the few cities in the US that offers an organics program. Each year, thousands of tons of material are diverted from going to the landfill and are given back to nature as compost. Always remember, if a worm can't eat it, it doesn't go in the green cart.

The Organics Program

- Accepted items on page 9 can be composted into nutrient-rich soil.
- Green carts are available in 96 gallon and 48 gallon sizes.
- Compost material can be requested for community events at no charge. Schedule at sarecycles.org.
- Materials should be either loose or placed in **paper** bags.

Avoid a Violation Fee

- When unaccepted items (contamination) are in the green cart, it cannot go to the compost facility and must go to the landfill. Customers will incur a fee when their cart is contaminated.
- Fees are placed on your CPS Energy bill.
- Most violation fees are \$25 for the unaccepted items on page 10.
- **The violation fee for diapers is \$50.** NEVER place baby or adult diapers in the blue or green carts. They are trash. Put them in a bag and place them in the BROWN trash cart.

YOUR GREEN ORGANICS CART

Accepted Materials

Food Waste



Peels & cores



Table scraps



Nuts & grains



Bread, cereal & pasta

Food-Soiled Paper



Coffee filters



Paper cups & paper plates



Paper take-out boxes & cups (no plastic lids)



Pizza boxes

Yard Trimmings



Small branches
(smaller than 3 feet)



Plants & leaves



Yard clippings

Other Materials



Shredded paper



Popsicle® sticks



Y6330313

9

YOUR GREEN ORGANICS CART



Unacceptable Materials NO PLASTICS OF ANY KIND



Diapers



Bottle caps
(metal or plastic)



Plastic bags



Styrofoam®



Condiment packets



Plastic utensils



Pet food bags



Construction or
demolition material



Metal & glass



Use Only for Regular Household Trash.

- Place garbage in plastic bags and secure tightly.
- Make sure the lid can close.
- For an additional pick-up, call **3-1-1**. This is available up to 3 times per year for a small fee.

Never Place These Items in the Brown Cart:

- Hazardous waste such as paint, motor oil or household cleaners. Take this to a HHW Drop Off Center.
- Hot ashes or coals.
- Construction materials such as metal, lumber and tile. Take this to a Bulky Drop Off Center.
- Medicine and bio-hazardous waste. For information on those, visit [saws.org/meddropsa](https://www.saws.org/meddropsa).

Cart Choices:

- 96 gallon, 64 gallon and 48 gallon are the three sizes available for the brown trash cart. (Any size of brown cart can be mixed with any size of blue or green cart.)
- New customers receive a 64 gallon cart as the initial size.
- Existing customers may downsize their cart and their monthly service fee will be reduced.
- There is no cost for downsizing.
- There is no cost for upsizing your cart on the first request. Additional requests have a small fee.

Why Should I Downsize My Cart?



For residents who are using their blue and green carts to capacity, downsizing to the medium or small brown trash carts creates substantial annual savings. Much like a utility, only pay for what you use. Smaller carts are easier to handle and store. Most importantly, customers can reduce the amount of tonnage to the landfill.

BRUSH COLLECTION



Curbside

Curbside brush collection is provided twice per year. Customers receive notice of their week of collection 7-10 days before collection begins. Please refer to page 14 for accepted and non-accepted materials.

- Brush piles should be no more than eight cubic yards and placed within eight feet of the curb.
- They should be ready for pickup no later than 7 a.m. on the Monday of your collection week.
- Collections are usually completed within the week. Trucks drive through the area only once.
- Residents can schedule an out-of-cycle brush collection for a fee.
 - › Call **3-1-1** and SWMD will send a representative to determine a cost estimate.
 - › After the fee is paid, the SWMD will collect the items within two business days.

Residents will be in violation of City Code, Chapter 14, and the property owner may receive a fine up to \$2,000 per day, plus collection and disposal fee if the pile:

- Contains non-brush material.
- Is obstructed by obstacles.
- Is set out after crews have passed your residence.

**CITY OF SAN ANTONIO
SOLID WASTE MANAGEMENT
DEPARTMENT**

BRUSH COLLECTION NOTICE

You may now set out only clean brush at the curb in front of your house for collection. Brush must be set out no later than 7:00 a.m. on Monday.

- Please limit your brush to eight (8) cubic yards
- Brush must be placed within eight (8) feet of your curb
- For paper-bagged leaves, please call 3-1-1 for leaf collection
- No bulky items (such as plastic bags, tires, fencing, mattresses, etc.) during this collection
- Do not place under low-hanging tree limbs, on top of water meters, in front of parked cars or other obstructions, and avoid sidewalks where possible.
- Do not place any material on vacant lots
- Do not place material at the curb after crews have passed by your house
- Violations of City Code will result in fines of up to \$2,000/day and/or collection costs invoiced to property owner

A separate bulky item collection will occur at a later time.

Help prevent oak wilt: Avoid pruning oaks from February 1 through June 30, and paint all wounds within 30 minutes.

Contractors are required to have a City-issued tree maintenance license. (www.sanantonio.gov/oc/environmental.asp)

3-1-1 • sanantonio.gov/swmd
facebook.com/SASOLIDWASTE



Drop Off Centers

Two centers are available for brush disposal. A recent CPS Energy bill and a picture ID are required.

- In accordance with the city's Tarp Law, Chapter 14 - Section 18 of the San Antonio City Code (Ordinance No. 2015-09-10-0760), residents must cover brush loads with a tarp or a \$5 penalty may be assessed.
- Service fees apply at the brush centers.
 - › A SWMD rate-payer is charged in 20 pound increments.
 - › Non-residents and commercial customers pay per ton.
- Fine mulch is available for purchase to anyone for \$0.03 per pound in increments of 20 pounds.
- Bulk loading onto a truck or trailer is available at no additional cost.
- Coarse ground mulch is free while supplies last and bulk loading is free.

Bitters Brush Recycling Center

1800 Wurzbach Parkway, 78216

Nelson Gardens Brush Recycling Center

8963 Nelson Road, 78252

Mon-Sun, 8 a.m. - 5 p.m. In June and July, open until 6 p.m. on Fridays and Saturdays. Closed holidays.

BRUSH COLLECTION

Accepted Materials for Curbside and Drop Off



Paper bagged leaves
(no plastic tape)



Tree branches



Woody vines



Shrubs

Unacceptable Materials for Curbside and Drop Off



Plastic bagged
leaves*



Bulky household
items



Construction, roofing, or
demolition material



Household hazardous
waste *(see page 20)*



Grass clippings



Trash



Car tires



Soil & rocks

** Leaves that are brought in unacceptable containers, may still be emptied out of those containers at the brush drop-off centers.*



Curbside

Curbside bulky collection is provided twice per year. Customers receive notice of their week of collection 7-10 days before collection begins. Please refer to page 16 for accepted and non-accepted items.

- Bulky piles must be no more than eight cubic yards and placed within eight feet of the curb.
- They should be ready for pickup no later than 7 a.m. on the Monday of your collection week.
- Collections are usually completed within the week. Trucks drive through the area only once.
- Residents can schedule an out-of-cycle bulky item collection for a fee.
 - › Call **3-1-1** and SWMD will send a representative to determine a cost estimate.
 - › After the fee is paid, the SWMD will collect the items within two business days.

Residents will be in violation of City Code, Chapter 14 and may receive a fine up to \$2,000 per day plus collection and disposal fee if the pile:

- Contains brush, construction or remodeling debris, hazardous materials, mirrors/glass, vehicle parts or electronics.
- Is obstructed by obstacles.
- Is set out after crews have passed your residence.

**CITY OF SAN ANTONIO
SOLID WASTE MANAGEMENT
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BULKY ITEM COLLECTION NOTICE

You may now set out only bulky items at the curb in front of your house for collection. Items must be set out no later than 7:00 a.m. on Monday.

Examples of Bulky Items:
Furniture, mattresses, appliances, barbecue grill, water heaters, fencing, up to 6 passenger car tires (no commercial tires), small pieces of carpeting, up to 3 TVs and 3 wooden pallets. Bulky items are limited to eight (8) cubic yards.

Unacceptable Bulky Items:

- No brush during this collection
- No leaves, grass, or household trash in bags/boxes
- No hazardous materials (e.g., paints, household cleaners, or motor oil cans or containers)
- No construction materials/remodeling debris (e.g., bricks, Sheetrock®, soil, insulation, flooring, concrete, shingles & roofing materials, glass/mirrors)
- Do not place under low-hanging tree limbs, on top of water meters, in front of parked cars or other obstructions, and avoid sidewalks where possible.
- Do not place any material on vacant lots
- Do not place material at the curb after crews have passed by your house
- Violations of City Code will result in fines of up to \$2,000/day and/or collection costs invoiced to property owner.

A separate brush collection will occur at a later time.

3-1-1 • sanantonio.gov/swmd
[facebook.com/SASOLIDWASTE](https://www.facebook.com/SASOLIDWASTE)

REVISED 09/2017

BULKY ITEM COLLECTION

Accepted Materials for Curbside



Large appliances
& water heaters



TVs (up to 3)



Furniture



Mattresses



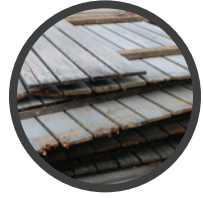
Car tires
(6 or fewer, no rims)



Carpeting
(small pieces)



Barbecue grills



Fencing

Unacceptable Materials for Curbside

These items are never allowed in your bulky pile.



Brush, leaves & yard
waste



Household hazardous
waste (see page 20)



Soil & rocks



Glass or mirrors



Roofing material



Concrete



Construction or
demolition material



Drop Off Centers

Four centers are available for disposal of bulky items and separated recyclable materials. A recent CPS Energy bill and picture ID are required.

Requirements:

- Bulky items are limited to four cubic yards.
- Construction debris is limited to one cubic yard.
- No household trash is accepted.

All centers are open:

Tuesday – Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to noon

(except holidays)

Bitters Bulky Drop Off Center

1800 Wurzbach Parkway, 78216

Culebra Road Bulky Drop Off Center

7030 Culebra Road, 78238

Frio City Road Bulky Drop Off Center

1531 Frio City Road, 78226

Rigsby Avenue Bulky Drop Off Center

2755 Rigsby Avenue, 78222

BULKY ITEM COLLECTION

Accepted Materials for Drop Off



Large appliances



Water heaters and
AC units



Furniture



Mattresses



Car tires
(6 or fewer, no rims)



Carpeting



Barbecue grills



Auto parts



Sinks, tubs & counter
tops



Construction
material & lumber
(1 cubic yard or less)



Glass & mirrors



Cardboard boxes
(flattened)

Unacceptable Materials for Drop Off



Brush, leaves & yard
waste



Hazardous material
(see page 20)



Trash



Soil, rocks & concrete

HOUSEHOLD HAZARDOUS WASTE DISPOSAL



Household hazardous waste (HHW) should never be placed inside any cart and always brought to HHW centers. A recent CPS Energy bill and picture ID are required.

- Contents should be kept in the original container.
- If the container is leaking, transfer contents to a leak proof or lined cardboard box.
- Do not mix different materials in the same container or bag.
- Place all items in a box and put it in the trunk or truck bed during transport.
- A technician will unload the HHW materials and return the containers upon request.
- If materials are brought in a non-approved container, it will not be returned.
- Paint and other liquid waste are limited to five 5-gallon cans and 25 1-gallon cans with a 220 pound limit.

Permanent HHW Drop-off Center

7030 Culebra Road, 78238

Tuesday – Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to noon

(except holidays)

Monthly Drop-off Center

1800 Wurzbach Parkway, 78216

First Saturday of each month, 8 a.m. to 3 p.m. (except holidays)

HHW Neighborhood Collection Events

HHW neighborhood collection events are held three times a year at rotating locations 8 a.m. to 1 p.m. For dates and locations, visit sanantonio.gov/swmd or follow us on our social media sites.

HOUSEHOLD HAZARDOUS WASTE DISPOSAL

Accepted Materials



Automotive fluids



Batteries



Household cleaners
& solvents



Pool chemicals



Oil filters



E-waste
(household electronics)



Fluorescent light
fixtures & ballasts



Pesticides



Paint



Printer cartridges



Cooking Oil



Lacquer, shellac,
furniture polish

Unacceptable Materials

These items are never accepted at an HHW event or drop-off center.



Trash



Ammunition or
fireworks



Commercial or medical
waste



Medicine
saws.org/meddropsa



Free Landfill Disposal Day

Approximately every three months the SWMD provides residential solid waste rate-payers the opportunity to dispose of unwanted items for free. A recent CPS Energy bill and picture ID are required. No contractor, commercial or industrial waste will be accepted. Dates can be found at sanantonio.gov/swmd.

Community Cleanup Events

Customers may request a large container for neighborhood cleanup events through the Dial-a-Trailer program. This is a free service. Call **3-1-1**.

- Brush and bulky items are accepted between scheduled dates and times.
- Commercial waste is not accepted.
- Containers can be reserved most Saturdays from 8 a.m. to 1 p.m.
- One unit per cleanup event will be dispatched.
- Organizations are limited to two Dial-A-Trailer events per calendar year.
- Events may not be scheduled for consecutive Saturdays.

Christmas Tree Recycling (Natural)

In January, various locations throughout the city are designated as drop off sites for natural Christmas trees that will be turned into mulch. Dates can be found at sanantonio.gov/swmd.

ADDITIONAL SERVICES

Dead Animal Collection

The SWMD collects dead animals from city streets and from residents by request. Call **3-1-1**.

- Place the animal in a trash bag or box and leave at the curb.
- Do not place them in carts.
- The service is available seven days a week (subject to holiday changes).
- SWMD personnel cannot collect dead animals from attics, ditches, under buildings or on private property.
- Commercial collection is available to veterinary clinics for a cost of \$10 per animal.
- Veterinary clinics should purchase dead animal tags to have on-hand.

Curbside Leaf Collection

Customers may request two free leaf collections per fiscal year. Call **3-1-1**.

- Additional collections within the same fiscal year (Oct 1 - Sept 30) may be requested for a \$20 fee.
- Leaves must be placed in paper bags or cardboard boxes.
- Total volume cannot exceed eight cubic yards or 50 bags or boxes per collection.
- Bags must be two-ply kraft paper, have a wet strength of 40 pounds and be securely closed.
- Individual bags must not weigh more than 40 pounds.
- Boxes must be made of brown, biodegradable cardboard, securely closed, and not exceed four feet in height and width.



Recycling at Work

Want to start a recycling program at your business or office? The SWMD program ReWorksSA can help you get started at no cost.

- Request a waste assessment.
- Containers and promotional materials may be available.
- Education and resources are provided.
- Qualifying businesses can be certified by the City of San Antonio as a Gold, Silver or Bronze recycler.
- More information is available at ReWorksSA.org or call **(210) 207-6550**.

Outreach and Education

Presentations about recycling are available to your school, HOA meeting, Town Hall or other community event.

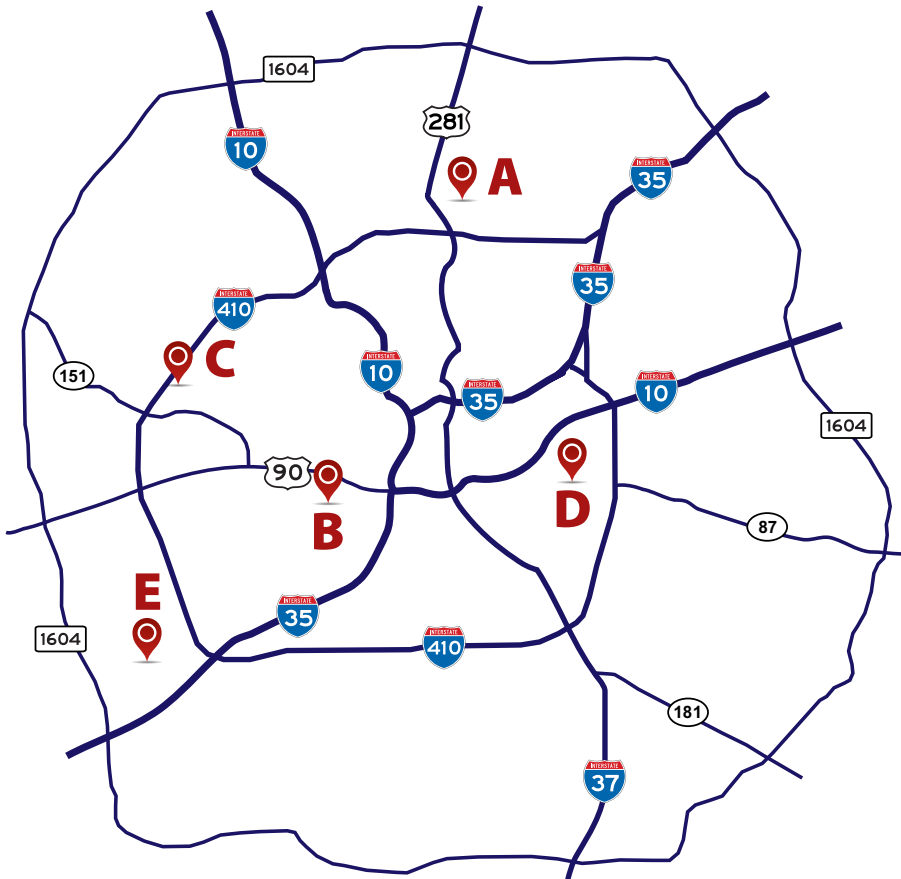
- Schedule online at sarecycles.org/request at least two weeks ahead of the requested date.
- Presentations can be in English or Spanish.
- Recycling expos are periodically held for home-school students.



Multi-Family Programs

Chapter 14 of the City Code requires recycling resources be provided to residents living in multi-family complexes such as apartment buildings. The SWMD has outreach programs and educational materials for those residents. Learn more at sanantonio.gov/swmd or call **(210) 207-6460**.

LOCATIONS



- A. 1800 Wurzbach Parkway, 78216**
Bitters Brush Recycling Center
Bitters Bulky Waste Drop Off Center
Monthly Household Hazardous Waste Drop Off Center
- B. 1531 Frio City Road, 78226**
Frio City Road Bulky Waste Drop Off Center
- C. 7030 Culebra Road, 78238**
Culebra Road Bulky Waste Drop Off Center
Permanent Household Hazardous Waste Drop Off Center
- D. 2755 Rigsby Avenue, 78222**
Rigsby Avenue Bulky Waste Drop Off Center
- E. 8963 Nelson Road, 78252**
Nelson Gardens Brush Recycling Center

Monthly curbside collection fees for the three sizes of brown trash cart may change each year on October 1. Each size of brown trash cart (96 gallon, 64 gallon and 48 gallon) has a different fee – the smaller the cart, the lower the fee. To find out the three current monthly fees, customers may:

- Call **(210) 207-6000** or call **3-1-1**.
- Visit sanantonio.gov/swmd.
- Contact the SWMD at swmdinfo@sanantonio.gov.
- Post an inquiry on the SWMD Facebook page.
- Visit the SWMD administration offices at 4410 W. Piedras, SA, TX 78228.

On a current CPS Energy bill, customers can see the size of cart they currently have and its corresponding fee. To downsize your cart and pay a smaller fee, call **3-1-1**. There are no additional fees for collection of the blue recycling and green organics carts.

Cart downsizing	Free
First cart upsizing request	Free
Additional cart upsizing requests	\$25
Extra collection (limit three times per fiscal year, Oct. 1 - Sep. 30)	\$10

Brush Recycling Center Fees

SWMD Customers	\$0.25 per 20 pound increment
Non SWMD Customers	\$25 per ton
Commercial	\$25 per ton
Fine mulch	\$0.03 per pound (in 20 pound increments)
Coarse mulch	Free

Out of Cycle Brush and Bulky Collections

One item	\$50
Up to four cubic yards	\$50
Each additional four cubic yards (or any portion)	\$25

Dead Animal Collection

SWMD Customer residential collection	Free
Commercial collection	\$10 per animal

Curbside Leaf Collection

SWMD Customer (limit two times per fiscal year, Oct. 1 - Sep. 30)	Free
Additional collections	\$20

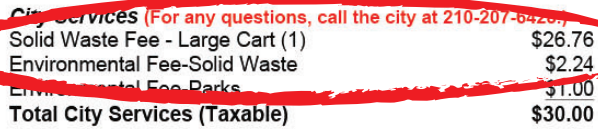
SOLID WASTE FEES ON YOUR CPS ENERGY BILL

Solid Waste Fees

The Solid Waste Management Department bills both the monthly collection fee for the brown trash cart and the environmental fee through CPS Energy. There is no charge for the blue recycling or green organics cart collections.

The Department encourages all customers to look at their CPS Energy bill and verify the charges on their account are correct based on the size of brown trash cart they are using. When customers downsize their brown trash cart from the 96 gallon size to the 64 gallon or 48 gallon sizes, their monthly collection fee will be lowered. The environmental fee does not change. It may take up to 90 days for the change in price to be reflected on your bill.

Customers who feel there is an error in their billing should call the SWMD immediately at **(210) 207-6428**.



City Services (For any questions, call the city at 210-207-6428)	
Solid Waste Fee - Large Cart (1)	\$26.76
Environmental Fee-Solid Waste	\$2.24
Environmental Fee Parks	\$1.00
Total City Services (Taxable)	\$30.00

