



CITY HALL

5803 Thunderbird Street
Lago Vista, TX 78645
www.lagovistatexas.org
512.267.1155

CITY COUNCIL MEETINGS

Thursday, 2/3/22 - 6:30 p.m.
Thursday, 2/17/22 - 6:30 p.m.

LAGO VISTA GOLF COURSE

4616 Rimrock Drive
Lago Vista, TX 78645
512-267-1170
Open 7 a.m. - 7 p.m.

LAGO VISTA PUBLIC LIBRARY

5803 Thunderbird Street, Ste. 40
Lago Vista, TX 78645
512-267-3868
www.lagovista.lib.tx.us

**CITY HALL WILL BE CLOSED
MONDAY, FEBRUARY 21, 2022
IN OBSERVANCE OF
PRESIDENTS' DAY**



Tune into **LagoRadio 1670AM**
for news, happenings, and music
from the 60s, 70s, and 80s.
Live streaming at lagoradio.org

How to Set Up Reliable & Timely Online Utility Bill Pay

There seems to be confusion amongst customers who use their personal bank's online bill paying option to pay their utility bill each month when the payment is not received by the City by the due date and they receive a late fee. There are other avenues for making payment that are more reliable.

As a service, the City offers bank draft directly through the customer's bank/credit union. It is as easy as filling out a bank draft request form and attaching either a voided check or ACH form from your bank/credit union and submitting that to City Hall. The payment will be drafted between the 5th and 8th business day of the month. This service is free of charge. But please note that the process is initiated from the City's side—not the customer's side. When a customer instructs their banking institution to process a payment for the 15th of each month by issuing a check on the 8th, this does not guarantee that the City will receive the payment by the due date. Some banks use 3rd party vendors to handle online bill payments. Close to the 15th of the month, utility billing receives envelopes with dozens of payments in each envelope. Some of the checks are dated the 8th as requested but others are dated the 5th or 10th or 11th or 12th. And it's important to know that all of the checks in that envelope are held and mailed at one time. A lot of those 3rd party vendors are located in other states and the payments still have to be mailed and travel through the U.S. Postal System in order to get to City Hall.

Other customers give their bank directions to handle the payment so that the City receives it by the 15th. This winds up being an arbitrary date for the issuing bank and often doesn't adequately anticipate how long it will take for the issued payment to get from the bank's or 3rd party vendor's location, through the postal system, and to City Hall by 6 p.m. on the 15th date of the month.

Therefore, customers who do online bill paying through their bank must allow extra time for the payment to reach city hall via the US Postal Service. Even though your bank may draft the money out of your account before the due date, if the check does not arrive by the designated time a \$15 late fee will be assessed.

For customers who want to keep complete control over when their payment is deducted from their bank account and submitted to the City, we also offer autopay with a credit/debit card through www.municipalonlinepayments.com. The company that our online bill pay system is set up with charges a \$1.25 processing fee for that payment, but this system allows the customer the ability to pay their bill online right up until 5:59 p.m. on the 15th and still be considered on time. Customers can even customize their account to auto pay their bill every month through that site. **Sign up information can be found at** www.municipalonlinepayments.com/lagovistatx/utilities.

As always, if you have any questions, the utility department can be reached at **512-267-1155, option 4**, on Monday-Thursday from 7 a.m. - 6 p.m.



Saturday, April 30, 2022 in Bar K Park - www.lagofest.com

CITY OF LAGO VISTA

5803 Thunderbird Street
Lago Vista, TX 78645
www.lagovistatexas.org

City Hall
512-267-1155
info@lago-vista.org

Public Works Department
512-267-1993
publicworks@lago-vista.org

Utility Services
512-267-1155
utilitybilling@lago-vista.org

Parks and Recreation
512-267-1155 x127
chris.mobley@lago-vista.org

Lago Vista Public Library
512-267-3868
lvlibrary@austin.rr.com

Lago Vista Golf Course
512-267-1170
CGodwin@lago-vista.org

Municipal Court
512-267-9419
lagocourt@lago-vista.org

Lago Vista Police Department
512-267-7141

Human Resources
512-267-1155 x104
dmigura@lago-vista.org

Development Services
512-267-5259
development@lago-vista.org

Code Enforcement
512-267-5259
kburke@lago-vista.org

Rusty Allen Airport
512-267-1155 x127
chris.mobley@lago-vista.org



Need a ride around town?
Capital Metro's Pickup is your
personal rideshare option for
just \$1.25/ride.

DOWNLOAD the MOBILE APP
"Pickup by Capital Metro"
or call 512.369.6200

Pickup runs 7 days a week,
7 a.m. - 7 p.m.

Lago Vista's Household Hazardous Waste Pickup Program Moves to Fourth Monday of Each Month Beginning in March.

The doorstep Household Hazardous Waste collection program provided by HHW Solutions has been a great success in Lago Vista. The service is provided as part of a flat fee of \$1.13 each month on residential utility bills and offers residents the opportunity to clear out their sheds or garages of hazardous waste items such as paints, batteries, used motor oil, lawn and gardening items, and household cleaners without having to wait for and drive to special events to safely dispose of these items.

Pickup days have typically been the second Monday of each month with the next pickup day scheduled for **Monday, February 14, 2022**. In March, pickup days will move to the **FOURTH MONDAY OF EACH MONTH** beginning **Monday, March 28, 2022**.

Schedule a pickup online at www.hhwsolutions.com or call HHW Solutions at 888.694.4978 or 888.MY-HHW-PU. PLEASE VISIT www.hhwsolutions.com FOR ALL FAQs AND PROCEDURES.

Be Ready for Winter Storms BEFORE They Happen

Make Sure Your Home is Ready

- Winterize your home with insulation, caulking and weather stripping.
- Learn how to keep interior and exterior pipes from freezing.
- Clear rain gutters, repair roof leaks, check your roof to make sure it can handle the extra weight of the snow and ice, and cut away tree branches that could fall on a house or neighboring structure.
- Install and test smoke alarms and carbon monoxide detectors with battery backups.
- Have your chimney or flue inspected each year.
- Consider buying alternative heating resources. All heaters that run on fuel (natural gas, kerosene, butane, oil) should be vented.
- When purchasing a space heater, look for one that has an automatic shut-off or tip-over switch. Place the heater on a level surface away from high-traffic areas and flammable items, such as curtains, bedding or furniture. Never use an extension cord - plug your space heater directly into the electrical outlet.

Make Sure Your Vehicle is Ready

- Create an emergency supply kit for your vehicle. Include matches, a windshield scraper, jumper cables, a flashlight, warm clothes, blankets, bottled water, non-perishable snacks and a bright cloth to tie to the antenna.
- Store a small broom and a small sack of sand in your vehicle for generating traction under wheels and a set of tire chains or traction mats.
- Winterize your vehicle before the winter storm season to decrease your chance of being stranded in cold weather.
- Have a mechanic check your battery, antifreeze, wipers and windshield washer fluid, lights, flashing hazard lights, heater, brakes, defroster and oil.

February at the Lago Vista Public Library

All of us at the Library were hoping that 2022 would bring some pre-pandemic normality back into our lives. Until the situation improves, some of our book clubs, groups, and classes have chosen to have virtual meetings. Although on-site children's story time remains on hold, our virtual story time continues each Wednesday morning.

The Mystery Book Club, which normally meets on the third Monday morning of each month, is scheduled to meet in the Library on **Tuesday, February 22 at 10 a.m.** For those of you who enjoy a good mystery and would like to join in the discussions, here is a list of titles for the next few months:

February 22, 2022 - Marlow Murder Club by Robert Thorogood

March 21, 2022 - It's a Wonderful Woof by Spencer Quinn

April 18, 2022 - The Dark Hours by Michael Connelly

The **Eclectic Book Group** will hold Zoom meetings on **Tuesday, February 10 at 10:15 a.m.** to discuss *The Lincoln Highway* by Amor Towles and again on **Thursday, March 10 at 10:15 a.m.** to discuss *The Adventure of English: The Biography of a Language* by Melvyn Bragg.

For meeting times and locations, and for information about other Library programs, services, and collections, visit our website at www.lagovista.lib.tx.us. You can also find us on Facebook, Instagram, Twitter, or Pinterest, or you can call us at 512-267-3868.