

CITY OF ELGIN CUSTOMER SERVICE TOOL KIT

Listing by ISSUE - NEED

The Issue - Need	Organization	Phone	Website
Absentee voting	Bastrop County Election Coordinator	581-7160	
Alarm system permit	Elgin Police Department	285-5757	
Alcoholic beverage license	City Secretary	285-5721	
Animal control	Elgin Police Department	285-5757	
Apartment/duplex rental:	Crescent Village	281-1000	
	Meadows Apt.	285-3755	
	Jeanette Shelby Realtor	281-3412	
	Winkler Real Estate	281-3336	
Art and Artisans	Sonia Browder	275-6387	
Art in Elgin Public Library	Dave Warner	281-9445	
Bastrop County		332-7201	www.co.bastrop.tx.us
Bastrop County Appraisal District		303-1930	www.bastropcad.org
Bastrop County Precinct 4		285-3224	
Bastrop County Tax Office		332-7261	www.bastroptac.com
BBQ Trail	Chamber of Commerce	285-4515	www.elgintxchamber.com
Better Business Bureau	None available locally		www.austin.bbb.org
Board of Adjustments	Planning and Zoning	281-0119	
Building plans review	Planning and Zoning	281-0119	
Burning permit	Check Bastrop Co. burning ordinance		
Career help	Texas Workforce Center	866-518-0575	www.twc.state.tx.us
Chamber of Commerce	Elgin Chamber of Commerce	285-4515	www.elgintxchamber.com
Christmas Stockings, Underpriveledged Children	Elgin's Angels	888-878-0823 x 3	www.elginsangels.org
Code enforcement	Planning and Zoning	281-0119	
Construction meters	Utility Maintenance Dept.	281-0119	
County services	Bastrop County	332-7201	www.co.bastrop.tx.us

County tax office	Bastrop County Tax Office	332-7261	www.bastroptac.com
Demolition permits	Planning and Zoning	281-0119	
Driver's License	Bastrop County building	285-2550	
Elections	Bastrop County Election Dept.	581-7160	http://www.co.bastrop.tx.us/ips/cms/othercountyoffices/elections
Elgin Depot Museum	Elgin Historical Society	285-2000	
Elgin Independent School District		281-3434	www.elginisd.net
Emergency management	Planning and Zoning	281-0119	
Employment	Texas Workforce Center	866-518-0575	www.twc.state.tx.us
Energy rebate	None available through City of Elgin		
Family planning	Health Department	285-9401	
Farmer's Market	Community Development	281-5724 x27	
Festivals	Community Development	285-5721	
Fire hydrants	Utility Maintenance	281-0119	
Flood plain control	Planning and Zoning	281-0119	
Food Assistance	See Social Services document		
Garbage collection	Allied Waste	247-5647	www.disposal.com
Gas voucher	Ministerial Alliance, Pastor McClain	285-4503	
Gazebo rental	Community Development Dept.	285.5721 x27	www.elginpard.com
Hall rental	Sacred Heart	281-3536	
	SPJST Lodge #18	285-3100	
	VFW #6115	285-2300	
Hazardous waste disposal	LCRA	512-473-3200	
Health permits	Bastrop Co. Health Department	332-7276	www.co.bastrop.tx.us
Historic District	Community Development Dept.	281-5724 x27	
Hogeye Festival	Community Development	281-5724 x17	
Home schooling info	Elgin Public Library	281-5678	
Home rental	Jeanette Shelby Realtors	281-3412	
Hotels	Holiday Inn Express	285-3900	
	Sunset Lodge	285-4689	
Impact fees	Planning and Zoning	281-0119	

Immunizations	Health Department	285-9401	
Inspections	Planning and Zoning	281-0119	
Install new sewer lines	Planning and Zoning	281-0119	
Install new water lines	Planning and Zoning	281-0119	
Internet use	Public Library	281-5678	
IRS forms and pub.	Elgin Public Library	281-5678	
Juneteenth Celebration	Byron Mitchell	281-9582	
Junk vehicles	Planning and Zoning	281-0119	
Letter of credit	Utility Department	285-5721	
License tags	Bastrop County Building	581-7146	
Lower Colorado River Authority	Wastewater	512.397.6766	www.lcra.org
Main Street Association	Community Development Dept.	281-5724 x27	
Medical assistance	Health Department	285-9401	
Medical Testing	Health Department	285-9401	
Meeting rooms	First National Bank	281-5050	
	Elgin Public Library	281-5678	
	Franklin Bank	285-3311	
Nine-one-one addressing	Bastrop County	332-7276	
Nine-one-one addressing	Planning and Zoning	281-0119	
Nine-one-one addressing	Travis County	974-2797	
Nine-one-one help	Police Department	911, 285-5757(admin.)	
Park Rental	Community Development Dept.	281-5724 x27 or x23	www.elginpard.com
Pavilion rental	Community Development Dept.	281-5724 x27 or x23	www.elginpard.com
Permits	Planning and Zoning	281-0119	
Pool table license	City Secretary	281-5724	
Pool use	Parks Department		
Property deeds	Bastrop Co. Clerk's office		
Property development	Planning and Zoning	281-0119	
Property surveys	Bastrop Co. Clerk's office		
Septic tanks	Bastrop County	332-7276	

Sewer leaks	Elgin Utility Dept.	285-5721	
Sewer taps	Utility Maintenance Dept.	281-0119	
Sign ordinance enforce.	Planning and Zoning	281-0119	
Solicitor's permit	Elgin Police Dept.>City Secretary	285-5757, 281-5724	
Soup Kitchen	First Presbyterian Church	285-3543	
Sports leagues	Community Development Dept.	281-5724 x23	
Street lights	TXU/Oncor	888-313-4747	www.oncorgroup.com/community/streetlights/form.aspx
Ticket dismissal	Elgin Public Library (DVD, VHS)	281-5678	
Tourism	Chamber of Commerce	285-4515	
Transportation to Dr.	First United Methodist Church, CARTS	285-4503	
	CARTS	800-456-RIDE (7433)	
Trash cans/carts	Elgin Utility Department	285-5721	
Trash pick-up in city	Elgin Utility Department	285-5721	
Trash pick-up in county	Atex Disposal	281-4224	
Travel and tourism	Chamber of Commerce	285-4515	www.elgintxchamber.com
Utility Providers (City)	City of Elgin Utilities	281-5724	
	TXU Energy (Electric)	800-242-9113	
	TXU Energy (Gas)	800-460-3030	
Utility Providers (County)	Aqua Water	512.303.3943	
	Bluebonnet Electric	800-842-7708	
	Sharp Propane (Bastrop)	512-203-8267	
Utility transfers	Elgin Utility Department	285-5721	
Vehicle inspection	Jay's Automotive, All Season's Hurst Garage 212 N. Main	281-4818, 285-4277	
Video arcade license	City Secretary	281-5724	
Visitors and tourism	Chamber of Commerce	285-4515	
Volunteerism	Community Development Dept.	285-5721 x27	
Voter's Registration application	Elgin Public Library	281-5678	
Voting	Bastrop County Election Dept.	581-7160	
Waste water	Elgin Utility Department	285-5721	

Water leaks	Utility Maintenance Dept.	281-0119
Water line locates	Utility Maintenance Dept	281-0119
Water taps	Utility Maintenance Dept.	281-0119
Water transfers	Utility Department	285-5721
Water billing	Utility Department	285-5721
Western Days	Elgin Chamber of Commerce	285-4515
WIC (Women, Infant, & Children)	Human Services Dept.	285-9665
Wireless Internet use	City of Elgin Parks and Library	281-5678
YMCA	Taylor and Austin, TX	
Zoning regulations	Planning and Development Dept.	281-0119