

# CITY OF WAUKEE UTILITY INFORMATION

230 W. Hickman Rd. • Waukee, Iowa 50263

Phone: 515-978-5502

**Utility Billing Office Hours:** Monday – Friday, 8 a.m. – 5 p.m.

**24/7 EMERGENCY: 515-249-1212 to report gas leaks, main breaks, pilot lights, etc.**

To begin service, property owners are required to provide a deposit of \$50 for gas and \$50 for water. Renters are required to provide a deposit of \$100 for gas and/or \$100 for water. Mobile home court residents are required to provide a deposit of \$100 for gas.

## Utility Rates Effective July 1, 2016

<b>Water Rates:</b>	\$11.22 first 1,000 gallons, \$7.62 every 1,000 gallons thereafter
<b>Sewer Rates:</b>	\$12.50 first 1,000 gallons, \$9.45 every 1,000 gallons thereafter
<b>Irrigation Rates:</b>	\$8.62 every 1,000 gallons
<b>Gas Rates:</b>	\$9.50 minimum plus the monthly per cubic foot rate which changes from month to month
<b>Storm Water Rates:</b>	\$5.75 per Equivalent Residential Unit (ERU)
<b>Garbage Rates:</b>	Single Family Residential: \$18.01 per month

*For service questions contact the Waukee Utility Billing Department at 515-978-5502.*

Midwest Country Estates, Apartments, Condos & Town home Associations:

\$3/Unit for solid waste landfill fee

*For service questions please call landlord or association manager.*

*For questions regarding the \$3 tipping fee, contact the Waukee Utility Billing Department at 515-978-5502.*

**Accounts can be monitored online at [www.Waukee.org](http://www.Waukee.org)** by clicking on the "Online Bill Pay" icon.

**Water meters are read in gallons. Gas meters are read in cubic feet.** Meters are read approximately the 20<sup>th</sup> of each month.

**Portable Meter Reading:** It is the responsibility of the customer to contact the Utility Billing Office to provide readings on a portable irrigation meter. All digits should be read from left to right, including the zeros. The portable meter readings need to be called into the Utility Billing Office by the 20<sup>th</sup> of the month to receive the sewer credit on the following month's statement. The cost for a portable irrigation meter is \$100. It can be purchased at the Utility Billing Office.

**Snowbirds:** Defined as a homeowner who leaves a home vacant for a minimum of three consecutive months, snowbirds may file an application request to have gas and water services disconnected during the time they are gone. The reconnection fee for snowbirds is \$25 for gas and \$12.50 for water. If snowbirds are regular garbage customers, garbage service can be suspended; however, the homeowner will be required to pay the \$3/month solid waste landfill fee.

**Billing Statements:** Statements are mailed at the end of each month. Payments are due in the Utility Billing Office by 5 p.m. on the 20<sup>th</sup> of each month. If payment is received after 5 p.m. on the 20<sup>th</sup> of the month, the bill will be considered delinquent and is subject to a late fee of 1.5 % of the billed amount.

**Auto Payment (ACH):** Applications for Auto Payment are available in the Utility Billing Office and on the City of Waukee website at [www.Waukee.org](http://www.Waukee.org). The form can be printed and returned with a voided check. Auto payments are withdrawn from the customer's bank account on the 20<sup>th</sup> of each month. If the 20<sup>th</sup> falls on a Saturday, the auto payment will be withdrawn on Friday the 19<sup>th</sup>; if the 20<sup>th</sup> falls on Sunday, the auto payment will be withdrawn on Monday the 21<sup>st</sup>.

**Online Credit Card Payments:** Credit card payments can be accepted through online access of your account on our website [www.Waukee.org](http://www.Waukee.org). There are additional processing fees associated with credit card payments.

**Returned Payments:** A \$30 NSF fee will be charged for each check or ACH payment issued to the City of Waukee that is not honored by the bank. If an account has more than one returned payment in 12 months, it will become a cash-only account.

**Budget Billing:** Available upon request, Budget Billing applications can be filled out at the Utility Billing Office. On-time payments are required.

### Active Account Collection Procedure:

1. A Past Due Notice will be sent the business day following the due date for accounts with past due balance.
2. A 24-Hour Service Termination Warning tag, including an additional \$25 charge, will be posted at the residence for accounts delinquent 12 days past the due date.
3. Service Terminations will be done after 12 p.m. the day following the termination warning.

### Service Reconnection:

1. A service fee of \$50 for gas and \$25 for water, in addition to the past due balance, must be paid to the City of Waukee prior to any service being turned back on following a utility disconnection. The customer must be home when the utility service is reconnected. **Payment must be made at City Hall during regular business hours; the City employee turning off/on the service will not accept payment.**

# 2015 CONSUMER CONFIDENCE REPORT



Des Moines Water Works' annual Consumer Confidence Report is now available at [www.Waukeee.org/WaterQuality](http://www.Waukeee.org/WaterQuality). The annual water quality report summarizes the results of the water monitoring program as required by the Environmental Protection Agency (EPA). If you are unable to view the report or would like a copy mailed to you, please contact City of Waukeee Public Works at 515-978-7920.

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## Speaking of Clean Water... Let's Talk About Pet Waste!



Studies have found high concentrations of indicator bacteria called fecal coliform in urban streams. These bacteria are found in wastes including pet waste, and they indicate that other bacteria and viruses that cause health issues could be present. Dog waste, if left on the ground, can be a source of bacteria pollution.

Dog feces left on the ground wash into the nearest pond, lake or stream when it rains. Just one ounce of dog poop contains 23 million microorganisms of bacteria - nearly twice that of human waste.

Dog waste can also be a source of nitrogen and phosphorus in our waterways, and most rivers and streams already have too much of these nutrients. Excess nutrients promote the growth of algae. Severe algae blooms can dissolve oxygen in the water, killing fish and other aquatic creatures.

**How does dog waste affect human health?** Ingesting or coming into contact with water contaminated with certain bacteria from animal wastes can make people ill, causing some diseases. The feces also can contain hookworms, roundworms and other parasites that can be spread to adults and children walking barefoot or playing in the grass near dog poop.

**Can't I just put the dog waste down the storm drain?** No! Storm drains in the community are directly connected to local lakes and streams with no treatment in between. Ultimately, anything dumped into storm drains or left on the ground in urban areas usually winds up in a storm sewer system that discharges directly into our local streams and lakes.

