



## UTILITY INFORMATION

340 1<sup>st</sup> Avenue E

Dyersville, IA 52040

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## OFFICE HOURS:

MONDAY-THURSDAY: 8:00 A.M. TO 5:00 P.M.

FRIDAY: 8:00 A.M. TO 4:30 P.M.

**\*\*Please note, this update does not include the new SRF or garbage fees. It is only updating the garbage collection information.**

## WELCOME!

Welcome to the City of Dyersville. As a new utility customer, you can expect the highest quality water/sewer management service. This pamphlet includes information about the services we provide and your utility bill.

### APPLICATION FOR SERVICE

Each customer is required to complete an Application for Utility Services (water, sewer and solid waste). This can be done at City Hall or directly from our website at [www.cityofdyersville.com](http://www.cityofdyersville.com). Personal identification will be needed. This form can also be downloaded from our website at [www.cityofdyersville.com](http://www.cityofdyersville.com). All individuals renting property are required to pay a \$200.00 Tenant Deposit prior to the start of service. Tenants can pay the deposit at City Hall during business hours. Deposits remain on the account until the account is closed due to tenant purchasing property or moving out of town. At the time the account is closed, the deposit will be applied to the final balance and if applicable, the difference is refunded. A deposit cannot be refunded without a forwarding address. The tenant is responsible for paying the remaining balance on the account after a deposit is applied. Deposits are transferred if the tenant moves to another rental property.

### DISCONTINUING SERVICE

When you wish to close your account, please contact City Hall at least 3 days in advance. Your meter will be read, and a final bill processed and mailed to your new location. You will be responsible for all services until we receive notification from you to discontinue service.

### SERVICES AND RATES

#### **Water:**

The water portion of your bill is calculated by applying the current water rate (\$6.10 per 1000 gallons) to the gallons of water used. There is a base charge (\$6.44 for 5/8" meter) for water service on each bill. The base charge is dependant on the size of your water meter. Most residential units have a 5/8" meter.

#### **Sewer:**

The sewer portion of your bill is calculated by applying the current sewer rate (\$9.10 per 1000 gallons) to the gallons of water used. There is a base charge (\$8.27 for 5/8" meter) for sewer service on each bill. The base charge is dependant on the size of your water meter. Most residential units have a 5/8" meter.

#### **SRF Debt:**

Each metered customer pays a State Revolving Fund Fee to help cover the water and sewer revenue debt based on the amount of water used. For water the rate is \$0.58 per 1000 gallons and sewer is \$2.66 per 1000 gallons.

#### **Solid Waste:**

The City contracts for residential solid waste/recycling pick up. The charge for residential solid waste service is \$16.25 per month. Solid Waste and recycling is collected each week on Friday. Garbage and recycling must be in the provided containers. If a holiday falls on Friday, the collection day will be delayed one day to Saturday. For problems or questions regarding your service you can contact Kluesner Sanitation at 563-927-5977. Additional garbage and recycling information is listed later in this brochure.

#### **Compost:**

The city has a compost site located on 23<sup>rd</sup> Avenue SE near our wastewater treatment facility. Residents may drop off grass clippings, bushes, trees, and branches. The compost created is available to residents of Dyersville at no cost.

## THE UTILITY BILL

Utility bills are issued on the 1<sup>st</sup> of each month with payment due on the 20<sup>th</sup>. Your bill is based on actual meter readings taken every month. If a reading cannot be obtained from your meter, the city will contact you to set an appointment to correct the problem. If we are unable to get an actual reading, your consumption will be estimated. Your meter reading will be used to calculate your monthly bill which will itemize your charges for water, sewer, and solid waste.

The city offers and encourages paperless billing where you elect to receive your water bill and notices via email. You can check this option on your application. If you have more than one property and receive multiple bills, the City offers statement billing which consolidates your accounts into one statement. If you wish to be set up on paperless or statement billing, please contact City Hall.

The city water and sewer rates are set by the City Council. The garbage rates are also set by the City Council based on our contracted service agreement. The rates listed are subject to change.

## THE WATER METER

The meter is a brass device that measures the amount of water flowing through the water line. The meter is usually located in the basement or utility room where the water line enters the building. The meter is read like an odometer on your car, from left to right. On the standard meter you must include a zero with the black background to get your actual reading. To read a digital meter, you will need to aim a light source at the face of the meter. You will get numbers that flash across the face. The meter will read into the hundredths, therefore be sure to note the 2 decimal places on your reading. To confirm the accuracy of the meter reading, look at your latest bill and check the reading on the meter. Compare the readings, if your reading is the same or greater than the reading noted on your bill; the reading on the bill is accurate. The city reads the meter via a radio transmission signal.

## PAYMENT

Utility bills need to be paid in full by the due date (20<sup>th</sup> of the month). You can pay your bill with check, cash, or credit card (processing fee will be applied). The payment can be mailed, made online from the city website, put in our drop box located just outside the front doors of the Memorial Building (available 24 hours) or delivered in person during business hours. Please include the bottom portion of your bill with your payment. If you feel there is an error in your bill, please contact City Hall immediately.

The city also offers automatic bank withdrawal for payment of your utility bill. The payment can be taken from either a checking or savings account. There is no additional charge for this service. You will continue to receive your monthly bill stating the amount that will be withdrawn from your account on the 20<sup>th</sup> of the month. Please stop by City Hall to complete our form or complete the online form at [www.cityofdymersville.com](http://www.cityofdymersville.com). You can also set up automatic card payments from the city website to occur on a day of your choosing. Since it is a card payment, processing fees are applied.

If payments are not received by the due date, charges are applied, and notifications are sent requesting payment within 12 days. If the payment is not received after this date, the City will apply a \$25 fee and issue a Disconnect Notice. If payment is not received by the date on the Disconnect Notice your water service will be disconnected and a fee of \$50 will be applied.

## GARBAGE & RECYCLING INFORMATION

The City of Dyersville offers a waste reduction program called Unit Based Pricing. Unit based pricing charges residents for the amount of waste collected. The households generating more waste will pay more.

Each household unit within the city is provided with one garbage and one recycling container. Each additional bag/container of garbage must have a “garbage tag” on it. Garbage tags can be purchased for \$1.00 each at City Hall or Ace Homeworks. Households are allowed unlimited recycling; however, the extra recycling must be in a provided container. Both the garbage and recycling containers stay with the home. Garbage and recycling is collected every week on Friday from your normal garbage collection site. Do not pack the containers too tightly. The containers should be placed at least 2 feet apart and behind the curb with the opening facing the street. Any items outside the container will not be taken.

### Acceptable Recyclables are:

- Paper: newspapers, magazines (no plastic wrap), catalogs, soft cover books, corrugated cardboard broken down to 2x4 size, chip board (cereal, pop & beer cases), junk mail, plain & colored paper, paper bags
- Plastics: containers up to 5 gallons numbered 1,2,3,4,5 or 7 on the bottom (caps removed)
- Metal: tin food containers and lids, aluminum beverage containers and foil
- Glass: clean food jars, beer, wine and liquor bottles (clear, brown or green).
- Bags: recyclable grocery bags

### Items NOT accepted are:

- Paper: milk & juice containers, pet food bags, wax coated containers, food encrusted pizza boxes, gift wrap
- Plastics: plastics without the 1,2,3,4,5 or 7 on bottom, toys, non-recyclable plastic bags, paint, pesticide, chemical or motor oil containers, Styrofoam containers or Styrofoam of any type.
- Metal: car parts, paint cans, aerosol cans, batteries or sharp knives or needles
- Glass: windows, Pyrex, ceramics and light bulbs

### Common reasons for garbage and recycling not picked up:

- \*Not at pickup site by 7:00 a.m.
- \*Garbage and/or recycling not in proper container.
- \*No tags on additional bags.
- \*Recyclables not cleaned or mixed with garbage.
- \*Non-recycle materials in the recycling container.
- \*Boxes are not broken down to size.

The City offers a “Spring Clean Up Day” where residents can set out non-garbage items to be picked up for disposal. There are limitations on the type and quantity of items that will be picked up. Check with City Hall for a list of those items. Hazardous materials, building/remodeling materials, chemicals appliances, TV’s and tires will not be accepted. Throughout the year, these items can be disposed of by making arrangements with Kluesner Sanitation at 563-927-5977.

For more information on garbage & recycling issues, please call Kluesner Sanitation at 563-927-5977 or City Hall at 563-875-7724.