

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, 2021

Water Rates:	\$13.14 first 1,000 gallons, \$8.93 every 1,000 gallons thereafter
Sewer Rates:	\$14.95 first 1,000 gallons, \$11.29 every 1,000 gallons thereafter
Irrigation Rates:	\$10.93 every 1,000 gallons
Gas Rates:	\$9.50 minimum plus the monthly per cubic foot rate which changes from month to month
Storm Water Rates:	\$6.25 per Equivalent Residential Unit (ERU)
Garbage Rates:	Single Family Residential: \$16.50 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 by clicking on the "Online Bill Pay" icon.

Water meters are read in gallons. Gas meters are read in cubic feet. Meters are read on the 22nd 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 20th of the month to receive the sewer credit on the following month's statement. The cost for a portable irrigation meter is \$125. 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 20th of each month. If payment is received after 5 p.m. on the 20th 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. The form can be printed and returned with a voided check. Auto payments are withdrawn from the customer's bank account on the 20th of each month. If the 20th falls on a Saturday, Sunday or a banking holiday, the auto payment will be withdrawn on the following business day.

Online Credit Card Payments: Credit card payments are only accepted through online access of your account on our website 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 after 12 monthly billing cycles. 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 balances.
2. If you are a renter, your landlord will also receive a copy of the Past Due Notice.
3. 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.

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.**



Please Conserve Water

Des Moines Water Works has implemented Stage 1 of its Water Shortage Plan because of drought-induced low river levels and record-breaking customer demand for water. Waukee is a Des Moines Water Works-served community.

These two factors created a 90-percent demand on DMWW's production capacity, which is the trigger for initiating the Stage 1. On Friday, June 11, Des Moines Water Works delivered almost 90 million gallons of water to its 500,000 customers.

Much of the increase in water demand in the summer is a result of turf irrigation.

As of June 14, customers were asked to reduce their lawn watering by 25 percent.

"This remains a very fluid situation that changes daily depending upon river levels and customer demand," said Ted Corrigan, chief executive officer and general manager of Des Moines Water Works. "We have taken proactive steps to ensure we have enough water for customers, but the Raccoon River is low enough that you can walk across it. Now, we are asking our customers to do their part and use water wisely."

Des Moines Water works urges all customers to follow the irrigation schedule, which includes no turf irrigation on Mondays and to limit all other water usage wherever possible. Properties with addresses ending in even numbers (5018) can water on Sundays, Wednesdays and/or Fridays; addresses ending in odd numbers (5019) can water on Tuesdays, Thursdays and Saturdays. Please avoid watering between the hours of 10 a.m. and 5 p.m.

"We need all customers, especially those who are large water users, to follow the irrigation schedule and reduce their watering by 25%," Corrigan said. "Much of the demand on our system right now is caused from watering lawns. We are asking customers to water less frequently or in shorter duration to help us manage these high demands."

The Water Shortage Plan was created to manage system demand so customers do not experience pressure, quality or availability issues during periods of extreme demand. Additional stages may be implemented, if needed. They are as follows:

- Stage 2: Voluntary Reduction in Outdoor Water Use (Including Turf Irrigation)
- Stage 3: Turf Irrigation Prohibited and No Use of Automatic Irrigation Systems
- Stage 4: Water Rationing

Please visit dmww.com for more information about the Water Shortage Plan.

Visit Waukee.org for continued updates related to irrigation and water usage.