

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, 2022

Water Rates:	\$13.47 first 1,000 gallons, \$9.15 every 1,000 gallons thereafter
Sewer Rates:	\$15.32 first 1,000 gallons, \$11.57 every 1,000 gallons thereafter
Irrigation Rates:	\$11.15 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:	\$6.50 per Equivalent Residential Unit (ERU)
Garbage Rates:	Single Family Residential: \$15.50 per month

For service questions contact the Waukee Utility Billing Department at 515-978-5502.
Midwest Country Estates, Apartments, Condos & Townhome 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 <https://www.municipalonlinepayments.com/waukeeia/utilities>.

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 or 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 balance.
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.**



Summer Irrigation Odd-Even Watering Schedule

Landscape irrigation makes up a large portion of water consumption, particularly during the warmer months of the year. There are many sophisticated automated, in-ground lawn sprinkler systems in use today; however, these systems require regular maintenance to operate efficiently. Even the most properly maintained system can be operated unwisely.

Des Moines Water Works encourages central Iowa businesses and homeowners to Use Water Wisely, a recommended program aimed at smart summer irrigation. By improving the efficiency of irrigation practices, businesses and homeowners can reduce consumption, save money, and reduce the peak load on water facilities.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
EVEN		ODD	EVEN	ODD	EVEN	ODD

Recommended Schedule

The recommended outdoor irrigation schedule applies to all spray irrigation systems for businesses and homes:

- Watering is not recommended on Mondays.
- Watering is not recommended during the hottest part of the day, between 10:00 am and 5:00 pm.
- Even-numbered addresses are encouraged to water on Sundays, Wednesdays, and Fridays, before 10:00 am or after 5:00 pm.
- Odd-numbered addresses are encouraged to water on Tuesdays, Thursdays, and Saturdays, before 10:00 am or after 5:00 pm.

Example

My home or business address is: **5018**
(even-numbered address)

Recommended irrigation schedule: Sunday, Wednesday, and Friday, before 10:00 am or after 5:00 pm.

Central Iowa Participating Communities:

- Alleman
- Altoona
- Ankeny
- Berwick
- Bondurant
- Clive
- Cumming
- Des Moines
- Greenfield Plaza
- Benefited Water District
- Johnston
- Norwalk
- Pleasant Hill
- Polk City
- Runnells
- Unincorporated Polk County
- Urbandale
- Waukee
- Warren Water
- West Des Moines
- Windsor Heights
- Xenia Rural Water



Water You Can Trust for Life