



City Hall is Getting Remodeled January-March 2023

Beginning Jan. 9, City Hall will be closed to walk-ins during construction, including the Utility Billing department. Customers can make payments via the drop box in the parking lot in front of City Hall. If you need assistance or a receipt, call 515-978-5502. Automatic payments can be a convenient way to pay your utility bill. Find the application at Waukee.org or by email WaukeeUtilities@Waukee.org.

If you need notary services during the remodel, call the City Clerk at 515-978-7904 to schedule an appointment. For after-hours meetings, such as City Council, Park Board and Planning & Zoning Commission, the front door will be unlocked for attendees to access Council Chambers. Thanks for your patience during the remodel.

If You're Struggling with Heating Bills, These Programs Can Help

- [New Opportunities](#) offers assistance for those who cannot afford and/or physically perform winterization tasks. Call 515-465-5185 for more information.
- If you face financial hardship, call the Waukee Utility Billing Department at 515-978-5502 to ask about payment plans or assistance programs for utility bills.
- The Low-Income Home Energy Assistance Program (LIHEAP) helps qualifying low-income homeowners and renters pay for part of their primary heating costs for the winter. For more information, call 515-465-5185 to schedule an appointment with New Opportunities. See eligibility requirements at humanrights.iowa.gov/dcaa/liheap.
- [Waukee Area Christian Services](#) provides assistance with energy bills to those who qualify. Staff can be reached Mondays, Wednesdays and Thursdays at 515-987-5523.

You can also take steps around your home to reduce energy loss and use. Find tips for energy efficiency at Waukee.org or Energy.gov.

Holiday City Offices Closures & Trash Pick-up

All City of Waukee offices will be closed on Dec. 23 and 26 as well as January 2. The Waukee Public Library will be closed Dec. 23-26 and Jan. 1-2. Because the Christmas and New Year holidays fall on the weekend, trash collection for City/ASI customers will run on its normal schedule without any delays.

Christmas Tree collection days for City of Waukee/ASI garbage customers are Jan. 2 and 9, 2023. Only real Christmas trees should be placed on curbs by 7 a.m. Artificial trees are not included in this pick-up. Clear off all decorations – lights, tinsels, ornaments, etc. – before placing them on the curb. Do not place your tree in a bag.

Save the Date for Waukee FamilyFest!

Waukee Parks & Recreation will hold the annual [FamilyFest](#) celebration on Saturday, Jan. 21 from 9 a.m. to 12 p.m. (noon) at Lutheran Church of Hope - Waukee (305 NE Dartmoor Drive). This FREE family event features inflatables, snacks and games supplied by local Waukee businesses and organizations.

Things to Know When it Snows

Parking Bans

When snow accumulation is forecast for Waukee, the Public Works Department will declare a Snow Emergency Parking Ban. Parking is not allowed on public streets when the ban is in effect. Vehicles remaining on City streets are subject to \$25 fines and/or towing.

At Your Home

Property owners are responsible for clearing snow and ice from all sidewalks adjacent to private property within 24 hours after a snowfall. It is unlawful to place, throw or push snow onto City streets from private property. Place garbage and recycling bins in driveways, not in streets.

If snow covers a fire hydrant, please dig out at least one foot around the hydrant down to the ground and out to the street to keep them accessible to emergency vehicles.

How to Stay Informed

Sign up for emergency alerts via [Nixle.com](#) or by texting '50263' to 888777. Follow the City of Waukee on Facebook, Twitter and/or Nextdoor to stay updated on snow emergency parking bans and other important notices.

Holiday Recycling Do's & Don'ts

Putting the wrong items in your recycling bin can cause the entire bin to be discarded or cause damage in the recycling center. Not all items with a recycle symbol on them are able to be recycled here, so follow the Recycling Guide at [MWAtoday.com](#). Remove all packaging material from boxes, including Styrofoam or plastic in electronics boxes.

Put in the recycle bin:

- Plain cardboard boxes (flattened)
- Plain paper gift wrap, cards and envelopes (no foil, glitter, etc.),
- Clean glass jars & tin cans
- Heavier plastic containers, such as juice containers or yogurt cups (clean)

Put in the trash:

- Disposable plates, cups, straws and silverware (any material)
- Aluminum foil or pans
- Any food containers that have food residue on them (pizza boxes, catering containers, etc.)
- Plastic berry/fruit containers
- Coffee cups - even the paper ones
- Styrofoam packaging or containers
- Plastic wrap or packaging material that isn't plain paper
- Tissue paper and fancy wrapping paper or cards (foil, glitter, etc.)





230 W. Hickman Road, Waukee, IA 50263 • 515-978-5502 • WaukeeUtilities@Waukee.org

Utility Auto Payment Request

Name: _____

Today's Date: _____

Utility Account Number: _____

Phone: _____

Address: _____

Type of Account: Checking or Savings

Please Complete the Following Information: Bank Name: _____

Routing #: _____
(first set of numbers for personal checks)

Bank Account #: _____
(second set of numbers for personal checks)

Please START my Auto Payment - Effective Date*: _____

**Must be received on or before the 10th of the month for current months payment*

Please attach a voided check to begin your Auto-Pay Check enclosed? (Deposit slips are not acceptable)

*No check, no problem – Please make sure your **BANK NAME, ROUTING # and ACCOUNT #** are correct above.*

Your auto payment will stop with your final bill, no need to call.

If you need to stop your auto payment, please call us on or before the 10th of the month at 515-978-5502

- ❖ Bills are processed and mailed on the last day of the month. Automatic payments will be presented to your bank 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.
****Should you need to make any changes - we must be notified no later than the 10th of the month.****
- ❖ If a draft or automatic bank debit is not honored by the financial institution for any reason when presented the first time, the utility account shall immediately be deemed unpaid and delinquent, as if the customer had attempted no payment at all. Customer shall be notified by ordinary mail or by a door hanger notice that the account is in default by the amount of the dishonored draft or automatic bank debit. Utility services will be disconnected as of the date specified in the notice. Disconnection date shall be no later than the disconnection date would have been if the customer had attempted no payment at all. The notice shall also state the fees that will be due for reconnection of service. After such notice, only payment in cash, certified check or money order for the delinquent amount shall be accepted. To prevent disconnection, such payment shall be delivered to the utility office during normal business hours but not later than 12 p.m. on the scheduled disconnect date.
- ❖ The City reserves the right to pursue all other collection remedies available under law, and to discontinue automatic payments at any time.

I hereby authorize the automatic payment of my utility billing on the 20th of each month.

Customer Signature

Date

For office use only: Completed by: _____ Start ACH Date: _____