



Irrigation Best Practices

Be smart about water usage during summer months and help protect the water supply for Waukeee with these best practices. Find more info in the next issue of MyWaukeee magazine!

1. Don't overwater – established lawns only need watering 1-2 times per week. Watering too frequently can keep roots shallow, which makes it harder for grass to survive drought.
2. Follow the odd-even watering schedule based on your address:
 - a. Addresses ending in ODD numbers: water on Tuesdays, Thursdays and Saturdays
 - b. Addresses ending in EVEN numbers: water on Sundays, Wednesdays and Fridays
3. Avoid watering during the hottest hours of the day—between 10 a.m. and 5 p.m. Keeping irrigation to early morning hours means more water makes it to your grass or garden instead of being lost to evaporation.
4. If you have automated sprinklers, adjust your settings to match the recommended schedule and be sure to turn them off on days it rains.

Building a fence, adding a shed or other improvements to your property?

As you plan for additions to your property, allow time to secure a permit from the City. This ensures improvements are in the right location and up to code. Go to Waukeee.org/BuildingPermits for more information. If you belong to a homeowners association (HOA), review covenants or rules and regulations for your neighborhood; there may be specific requirements on materials and location. At least 48 hours before you or your contractor dig, call 811 to have utility lines marked.

Rules for Consumer Fireworks

Personal fireworks are only allowed on private property within Waukeee city limits on July 3 and 4 between 9 a.m. and 11 p.m. Lighting fireworks on any other day or time could result in a fine of at least \$250. It is illegal to light fireworks on public property, including parks, parking lots, sidewalks, streets and the grass between sidewalks and the curb. For non-emergency fireworks concerns, call Westcom Dispatch at 515-222-3321. For emergencies, call 911.

New Water Consumer Confidence Report

Find the new Des Moines Water Works' Consumer Confidence Report at Waukeee.org/WaterQuality. The annual water quality report summarizes results of the water monitoring program as required by the Environmental Protection Agency (EPA). If you can't view the report or want a copy mailed to you, contact Waukeee Public Works at 515-978-7920.

Don't Miss Waukeee's Independence Day Celebration

The annual Independence Day Celebration returns July 3-4 at Centennial Park. Find a schedule, parade details and more information at Waukeee.org/July.

CITY OF WAUKEE UTILITY INFORMATION (Fiscal Year 2024)

230 W. Hickman Rd. • Waukee, Iowa 50263 • Phone: 515-978-5502

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

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

To begin service, property owners must 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, 2023

Water Rates: \$13.81 first 1,000 gallons, \$9.38 every 1,000 gallons thereafter

Sewer Rates: \$15.94 first 1,000 gallons, \$12.04 every 1,000 gallons thereafter

Irrigation Rates: \$12.38 every 1,000 gallons

Gas Rates: \$11.25 minimum plus the monthly per cubic foot rate which changes from month to month

Storm Water Rates: \$6.75 per Equivalent Residential Unit (ERU)

Garbage Rates: Single Family Residential: \$15.00 per month (For service questions, call Utility Billing at 515-978-5502.)

Midwest Country Estates, Apartments, Condos & Townhome Associations: \$3/unit for solid waste landfill fee (For service questions, call the landlord or association manager. For questions about the \$3 tipping fee, contact Utility Billing at 515-978-5502.)

Water meters are read in gallons. Gas meters are read in cubic feet. Meters are typically read on the 22nd of each month.

Accounts can be monitored online at <https://www.municipalonlinepayments.com/waukeeia/utilities>.

Portable Meter Reading: Read all digits from left to right—including zeros. It is the responsibility of the customer to report their meter readings in order to receive sewer credit. Portable meter readings must be reported online by the 20th of the month to receive the sewer credit on the following month's statement. Portable irrigation meters can be purchased for \$150 at the Utility Billing Department in City Hall.

Snowbirds: Homeowners who leave a home vacant for a minimum of three consecutive months may file a 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 by the 20th of the following month. If payment is not received on time, the bill will be considered delinquent and is subject to a late fee of 1.5% of the billed amount.

Auto Payment (ACH): Apply for Auto Payment at Waukee.org/UtilityBilling. Paper copies are available at City Hall. 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 bank holiday, the auto payment will be withdrawn on the following business day.

Online Credit Card Payments: Credit card payments are only accepted through the online account management portal (link available on Waukee.org/UtilityBilling). Additional fees apply to credit card payments.

Returned Payments: A \$30 NSF fee will be charged for each check or ACH payment 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 Utility Billing. On-time payments are required.

Active Account Collection Process:

1. For accounts with a past due balance, a Past Due Notice will be sent on the business day following the due date. For renters, the landlord will also receive a copy of the Past Due Notice.
2. When an account is delinquent 12 days past the due date, a 24-Hour Service Termination Warning tag will be posted at the residence. An additional \$25 tag fee will be added to the account..
3. If the 24 hours passes without payment, service is disconnected. The City employee turning off service cannot take payment.

Service Reconnection:

1. The past due balance plus a service fee of \$55 for gas and \$30 for water must be paid to the City of Waukee prior to service being turned back on. Payment can be made at City Hall during regular business hours, placed in the drop box at City Hall or paid online at any time.
2. After submitting your payment, call Utility Billing at 515-978-5502 to schedule reconnection. An adult at least 18 years of age must be home when services are reconnected.