

Please Keep for Your Records

# UTILITY SERVICES CUSTOMER INFORMATION PACKET



**HILDALE / COLORADO CITY UTILITY DEPARTMENTS**  
**320 EAST NEWEL AVENUE, P.O. BOX 840490**  
**HILDALE, UT 84784-0490 (435) 874-1160**

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## SUMMARY OF UNIFORM UTILITY BILLING ORDINANCE

### **Name.**

This Ordinance shall be known as the "Uniform Utility Billing Ordinance."  
(Ord. No. 4-96-1, § 1, 4-16-1996)

### **Billing.**

All charges for water, solid waste, sewer and gas services provided by Hildale City and Colorado City shall be billed monthly on a combined statement (the "statement") generated by Hildale City.  
(Ord. No. 4-96-1, § 1, 14-16-1996)

### **Due Date.**

All charges billed on the statement generated by Hildale City shall be due and payable on the due date provided on the statement. The due date shall be generally between 15 and 25 days after the statement is mailed. All payments received shall be allocated among the charges billed on the statement according to procedures determined by the City's independent auditor. Those procedures shall be based on requirements of the City's debt obligations and the computer facilities used for billings.  
(Ord. No. 4-96-1, § 1, 14-16-1996)

### **Late Charge.**

A late charge equal to five percent (5%) of all charges not paid on the due date thereof is hereby assessed. The late charge shall be due and payable with all other unpaid charges.  
(Ord. No. 4-96-1, § 1, 14-16-1996)

### **Involuntary Disconnect Procedures.**

In the event any customer fails to pay all charges billed for water, solid waste and sewer services, and any late charges assessed, on or before the due date of the statement, the customer shall be subject to the following disconnect procedures:

- a. The customer shall be mailed at the customer's last known address a notice providing that the customer's water service shall be disconnected if all delinquent charges billed for water, solid waste, sewer services and all related late charges are not paid within thirty (30) days of the date of the notice. The customer shall be informed in that notice that the customer may request a hearing to be held within that 10-day period to challenge the correctness of charges.
- b. The Utility Business Manager and/or his designee is hereby appointed as Utility Hearing Officer for the City. If a customer requests in writing that a hearing be held during normal business hours within that 10-day period and that writing is received by the City no later than 24 hours prior to the time for the hearing, the Utility Hearing Officer shall hold an informal hearing with the customer to determine if the charges are correct. The hearing may be continued by the Utility Hearing Officer from time to time in order for the Officer to assemble evidence. The determination of the Utility Hearing Officer shall be announced to the customer at the hearing and that determination shall be final. The Utility Hearing Officer shall not have any authority to consider questions of hardship or inability to pay.
- c. If all delinquent charges for water, solid waste, and sewer services and all related late charges are not paid within the 30-day period and the Utility Hearing Officer has not determined that the charges are incorrect, the water services for the customer shall be disconnected. The water meter may be removed from the premises as part of the disconnection process if such removal is

deemed necessary by City utility personnel to prevent unauthorized reconnection to the City water system.

- d. The water services may only be reconnected for the customer if the following are paid:
- (1) A water reconnect charge established by resolution which may include an additional charge, also established by resolution, if the water meter has been previously removed by the City;
  - (2) All outstanding late charges for water, sewer, and gas services; and
  - (3) All delinquent charges for water, sewer, and gas services.

(Ord. No. 4-96-1, § 1, 14-16-1996)

**Voluntary Disconnect Procedures.**

In the event a customer desires to disconnect the water services, the service shall be disconnected by the City. The City may, for security purposes, remove the water meter as part of the disconnection process. Then, if service is again requested by that customer, reconnect charges established by resolution shall be paid to reconnect the service(s) disconnected.

(Ord. No. 4-96-1, § 1, 14-16-1996)

**New Service for Customer with Debt to City.**

No new utility service application may be accepted from any person with a delinquent debt owing the City for any purpose, unless the debt is the subject of an administrative or judicial proceeding in which the validity of the debt is contested.

(Ord. No. 4-96-1, § 1, 14-16-1996)

**Monthly Utility Rate Charges.**

Each user of water, garbage, sewer, and gas services furnished by the City shall pay to the City a monthly charge for such use in such manner and at such rates as may from time-to-time be established by resolution. If the meter is in place (active or inactive) monthly base rates will continue to be charged.

(Ord. No. 4-96-1, § 1, 14-16-1996)



## Deposit and Reimbursement Information

### Deposits Required

Any of the Hildale/Colorado City Utility Departments, at the time application for Utilities Service is made or at any time thereafter, may require a cash deposit or guarantee satisfactory to the Utility Department to secure the payment of bills as they become due. Such deposit or guarantee may be held in its entirety by the Department until final settlement of the Customer's account. The amount of such deposit may be equivalent to the estimated cost of service for 60 days, as estimated by the Department, but not less than \$200 as set by rate fee resolution # 2014-12-1.

### Third Party Guarantees

Third party guarantees in lieu of a deposit shall be permitted upon demonstration of a guarantor's satisfactory credit.

### Letter of Credit

In lieu of a deposit, the Customer may provide a letter of satisfactory credit from the last utility from which the new customer has taken service.

### Deposit Refunds

Deposits shall be refunded upon the Customer's request after a satisfactory payment history of twelve (12) months. Deposits shall be credited to the Customer's bills for Utility Service. If the Customer is terminating service and that Customer's deposit balance remains greater than the Customer's last bill, the remaining balance, after crediting the bill, may be refunded to the Customer within thirty (30) days.

### Satisfactory Credit Customer

A Satisfactory Credit Customer is defined as a Customer with zero (0) late payments and zero (0) disconnects for non-payment in the past twelve (12) months.

### Deposit Watch

When a service is disconnected for nonpayment and the deposit for that customer does not equal the last two months utility usage, the customer will be placed on "deposit watch" during which time \$100.00 will be assessed per month until the deposit is large enough to cover two months utility usage. The deposit shall be pro-rated among all utility services; i.e. water, sewer, gas and solid waste.



## General Rates and Fees Information

Utility Rates and Fees as Set by the City Councils of Hildale and Colorado City  
Effective January 15, 2015

1. **Returned Check Charge**..... \$ 35.00
2. **Late Payment Charge**.....5% of Delinquent Amount
3. **Security Deposit (New Account)** ..... \$ 200.00  
Represents Two Months' Usage  
Due upon Application  
Refundable after 12 Months from Application or Last Delinquency
4. **Illegal Connection** .....2x Fees
5. **Construction Cost** ..... At Cost  
Includes Engineering Costs  
Includes Materials Costs  
Includes Labor Costs



## Water Rates and Fees Information

Utility Rates and Fees as Set by the City Councils of Hildale and Colorado City  
Effective January 15, 2015

Description	Fee
<b>Applications</b>	
Application Fee for New Service Location - Due at time of completed application.	\$ 50.00
New Account Security Deposit - Due upon application and refundable after twelve months from application or last delinquency, whichever is latest.	\$200.00
Construction Costs Including Engineering Costs	Cost
<b>Meter Connections or Reconnections</b>	
Meter Connect / Reconnect Fee at Service Locations with an Existing Meter During Working Hours	\$ 75.00
Meter Connect - Reconnect Fee at Service Locations with an Existing Meter During Non-Working Hours	\$ 90.00
¾" Meter Install Fee for New Customers	\$300.00
1" Meter Install Fee for New Customers	\$360.00
1-1/2" Meter Install Fee for New Customers	\$650.00
2" Meter Install Fee for New Customers	\$850.00
<b>Fire Hydrants and Fire Protections Systems</b>	
Fire Hydrant Meter - Billed Monthly	\$110.00
Fire Hydrant Meter Deposit - Refundable when meter is returned.	\$700.00
Fire Hydrant Rate per 1,000 Gallons	\$ 5.00
Monthly Private Fire Protection Demand Charge - This is a monthly charge for the water department to maintain service to a fire protection system. <i>(According to NFPA 13, a fire sprinkler connection shall have its own dedicated service.)</i>	\$ 20.00
<b>Miscellaneous Charges</b>	
Late Payment Charge of Delinquent Amount	5%
Returned Check Charge	\$ 35.00
Meter Testing	\$ 75.00
Illegal Connection to Water Main	2X Fees
<b>Impact Fee for New Service Locations</b>	
¾" Meter	\$12,000
1" Meter	\$23,000
1-1/2" Meter	\$34,000
2" Meter	\$45,000

<b>Base Rates Per Month (The base rate applies whether the water meter is active or inactive.)</b>	
¾" Meter	\$ 28.50
1" Meter	\$ 54.00
1 ½" Meter	\$ 80.00
2" Meter	\$105.00
<b>Monthly Usage Per 1,000 Gallons for a ¾" Meter</b>	
0 – 20,000 Gallons	\$ 1.20
20,000 – 60,000 Gallons	\$ 1.50
Over 60,000 Gallons	\$ 1.80
<b>Monthly Usage Per 1,000 Gallons for a 1" Meter</b>	
0 – 38,000 Gallons	\$ 1.20
38,000 – 115,000 Gallons	\$ 1.50
Over 115,000 Gallons	\$ 1.80
<b>Monthly Usage Per 1,000 Gallons for a 1 ½" Meter</b>	
0 – 56,000 Gallons	\$ 1.20
56,000 – 169,000 Gallons	\$ 1.50
Over 169,000 Gallons	\$ 1.80
<b>Monthly Usage Per 1,000 Gallons for a 2" Meter</b>	
0 – 75,000 Gallons	\$ 1.20
75,000 – 224,000 Gallons	\$ 1.50
Over 224,000 Gallons	\$ 1.80

**Examples:**

If a customer has a ¾" meter and uses 47,000 gallons of water in one month, they will be charged the following:

Base Rate:	\$28.50
Water Usage for the first 20,000 gallons:	\$24.00 (\$1.20 per 1000 gallons)
Water Usage for 20,000 to 60,000 gallons:	\$40.50 (\$1.50 per 1000 gallons)
<b>Total Charges</b>	<b>\$93.00</b>

If a customer has a 1" meter and uses 47,000 gallons of water in one month, they will be charged the following:

Base Rate:	\$54.00
Water Usage for the first 38,000 gallons:	\$45.60 (\$1.20 per 1000 gallons)
Water Usage for 38,000 to 115,000 gallons:	\$13.50 (\$1.50 per 1000 gallons)
<b>Total Charges</b>	<b>\$113.10</b>

**It is important to remember that with this tiered structure for billing, the more water that is used, the more it costs per thousand gallons. Conservation is encouraged during every season of the year to prevent the need for restrictions being placed on water usage. If you have any questions regarding these fees, please call 435-874-1160 for assistance.**



## Water Service Customer Information

**Please Read and Understand these few guidelines in relation to your service.**

This sheet is for informational purposes only and does not contain all the requirements set forth in the Water Service Regulations. A complete copy of the Water Department Service Regulations is available at the Utility Office at no cost. Call (435) 874-1160.

- 1. Water Lines inside Your Property:** You are responsible for the installation and materials of all water lines inside your property. It is recommended that you make a map of such lines so you do not hit them when you dig later. We will be glad to keep a copy of the map in your customer file in our office where you can find it later.
- 2. Meter Boxes – City Property:** Water meters and meter boxes are property of Hildale/Colorado City Utilities and shall not be tampered with or damaged.
- 3. Use of City Meter Valve:** You may carefully use the meter valve for turning on and off your service at your discretion.
- 4. Locked Valves – Tampering:** If your meter valve is turned off and locked by the Utility Department, you shall not tamper with it, but shall contact the Utility Office for reconnect arrangements. Disturbing a meter lock constitutes Theft of Service and is punishable by fine and/or imprisonment.
- 5. Meter Box and Valve Accessibility:** Do not install yard hydrants within 5 feet of the meter; runoff from the hydrant may fill the meter box with mud and water. Keep the meter box accessible for meter-reading purposes. Do not plant prickly bushes near the meter box; do not obstruct the meter box.
- 6. Backflow Prevention:** You shall not connect a non-potable or irrigation source of water to your city water service without an approved backflow prevention device. It is recommended that those with irrigation water service keep their irrigation piping totally separate from drinking water lines. If you have questions, call (435) 874-1160.





## Wastewater Rates and Fees Information

Utility Rates and Fees as Set by the City Councils of Hildale and Colorado City  
Effective November 7, 2011

### Sewer Rates and Fees

<b>1. Hook-up or Tap-in Fee (New Service Location)</b> .....	\$	150.00
Due to City at Time of Completed Application		
<b>2. Impact Fee, per ERU (New Service Location)</b>		
a. Zone A .....	\$	6,000.00
b. Zone B .....	\$	3,000.00
c. Zone C .....	\$	2,500.00
Due to City at Time of Completed Application		
<b>3. Base Rate (Based on 10,000 Gallons of Winter Water Use)</b> .....	\$	64.00
Calculated from Water Usage December, January, and February		
<b>4. Overage Per 1,000 Gallons Over 10,000 Gallon Base up to 30,000</b> .....	\$	1.20
a. Per 1,000 Gallons Over 30,000 Gallon up to 60,000 .....	\$	1.25
b. Per 1,000 Gallons Over the 60,000 Gallon .....	\$	1.30



## Wastewater Service Customer Information

**Please Read and Understand these few guidelines in relation to your service.**

This sheet is for informational purposes only and does not contain all the requirements set forth in the Wastewater Service Regulations. A complete copy of the Wastewater Department Service Regulations is available at the Utility Office at no cost. Call (435) 874-1160.

- 1. Sewer Lines inside Your Property:** You are responsible for the installation and materials of all sewer lines inside your property. It is recommended that you make a map of such lines so you do not hit them when you dig later. We will be glad to keep a copy of the map in your customer file in our office where you can find it later.
- 2. Cleanouts:** The Wastewater Department requires that two sewer cleanouts be installed just outside of the building being served. They should face each other so that the drain-line under the building or between the building and the street can be unplugged.
- 3. Plumbing Codes:** All plumbing codes must be followed, including a cleanout at the street, just inside the property line.
- 4. Inspections:** The Sewer connection must be inspected by the Wastewater Department or the Building Department before the line is buried. Please call the Utility Office at (435) 874-1160 to arrange an inspection of new sewer lines.

**Toxic or Hazardous Wastes, etc.:** It is unlawful to discharge any toxic or hazardous waste, flammable material, motor oil, solvents, petroleum distillates, pesticides, herbicides, poisonous compounds, or malodorous materials such as septic tank water into the city sewer system. These contaminants interfere with the natural treatment processes in the wastewater lagoons by killing the organisms that are used to break down the sewage.



## Gas Rates and Fees Information

Utility Rates and Fees as Set by the City Councils of Hildale and Colorado City  
Effective November 7, 2011

### Natural Gas or Metered Propane Rates and Fees

<b>1. Hook-up or Tap-in Fee (New Service Location)</b> .....	\$	150.00
Due at Time of Completed Application		
<b>2. Base Rate (Residential)</b> .....	\$	7.50
<b>3. Base Rate (Commercial)</b> .....	\$	14.50
<b>4. Meter Connect/Reconnect Fee</b> .....	\$	30.00
<b>5. Price per Therm (Natural Gas)</b>		
<b>Commodity Cost</b> .....	Variable Rate (Actual Cost)	
Includes Transportation Cost		
<b>Non-Gas Cost</b> .....	\$	0.41472
<b>6. Price per Therm (Metered Propane)</b>		
<b>Commodity Cost</b> .....	Variable Rate (Actual Cost)	
Includes Transportation Cost		
<b>Non-Gas Cost</b> .....	\$	0.41472

### Liquid Propane Rates and Fees

<b>7. Price per Gallon (Liquid Propane)</b>		
<b>Commodity Cost</b> .....	Variable Rate (Actual Cost)	
<b>Non-Gas Cost</b> .....	\$	0.65500
<b>8. Delivery Charge (After Hours)</b> .....	\$	45.00
<b>9. Tank Set-up</b> .....	Variable Rate (Actual Cost)	
Includes Materials Costs		
Includes Labor Costs		
<b>10. Small Quantity Special Delivery Fee</b> .....	\$	25.00
For Special Deliveries of Less than 50 Gallons per Stop		
Does Not Apply to Propane Delivered During a Regular Delivery Route		
<b>11. Cylinder Filling Fee</b>		
<b>(Per Gallon - in Addition to Commodity &amp; Non-Gas Cost)</b> .....	\$	1.00
For Filling Any Cylinder Less than 100 Gallons		
<b>12. Cash Customer Costs</b> .....	As Determined/Gallon	
Estimated Commodity Cost for the Month of Service		
Plus the Non-Gas Distribution Cost		
All Sales to Cash Customers Are Final		



## Gas Service Customer Information

**Please Read and Understand these few guidelines in relation to your service.**

This sheet is for informational purposes only and does not contain all the requirements set forth in the Gas Service Regulations. A complete copy of the Gas Department Service Regulations is available at the Utility Office at no cost. Call (435) 874-1160.

- 1. Customer Responsibility – Gas Lines inside Your Property:** Many gas meters are installed at the property line or at locations other than a building. You are responsible for the installation and maintenance of all gas lines inside your property. It is recommended that you make a map of such lines so you do not hit them when you dig later. We will be glad to keep a copy of the map in your customer file in our office where you can find it later. Locating lines between the house and meter is your responsibility.
- 2. Inspection of Gas Lines inside Your Property:** You are responsible to inspect and maintain those lines between the meter and any building. These lines need to be regularly inspected for leaks or corrosion (if lines are metallic) and any unsafe condition repaired. If you need assistance with maintenance or repairs on your lines, feel free to call the Gas Department at (435) 874-1160. Be extremely careful when excavating near buried piping; it should be carefully dug around by hand. We encourage you to contact Blue Stakes at 8-1-1 before any excavation is done.
- 3. Excess Flow Valves:** For our Natural Gas Customers, we are required to offer a valve that shuts off automatically if the gas flow exceeds a specified amount. These are installed underground on the customers service line. These valves have a history of being high maintenance items, and it is the customer's responsibility to cover any costs of installment and maintenance.
- 4. Potential Hazards:** Natural Gas and Propane are safe and desirable sources of energy; however, potential hazards should not be disregarded. An odor similar to that of rotten eggs is added to Natural Gas and Propane. If you detect this odor, you should suspect a leak and call the Gas Department immediately at (435) 874-1160 or call 9-1-1. Make this call away from the source of the odor.
- 5. Qualified Service Maintenance:** Only qualified service persons should be utilized for making installations, repairs, or alterations on Natural Gas or Propane appliances or piping.
- 6. Pipeline Warning Signs:** Pipeline warning signs are there for public safety and should not be damaged or removed. Tampering with signs or markers is a federal offense.
- 7. Public Safety:** The safe and efficient operation of the Natural Gas and Propane System is a public concern. Anyone who suspects that something is amiss with the system should immediately notify the Gas Department at (435) 874-1160 or call 9-1-1 if it is an emergency.



## Solid Waste Rates and Fees Information

Solid waste services (for yard and household garbage) are provided through an intergovernmental agreement between Colorado City, Hildale City, and the Arizona Strip Landfill Corporation. Solid waste rates and fees are set by the Arizona Strip Landfill Corporation and approved by the city councils of both Colorado City and Hildale City. A minimum service of one canister and its fee for solid waste services will be billed to all accounts which have both water and wastewater services<sup>1</sup>.

### Solid Waste Rates and Fees

<b>1. Canister Cost/Month</b>	
<b>First Canister</b> .....	\$ 18.00
<b>Each Additional Canister</b> .....	\$ 12.00
<b>2. 4-Yard Dumpster Cost/Month</b>	
<b>First Dumpster (4-Yd)</b> .....	\$ 67.00
<b>Each Additional Dumpster (4-Yd)</b> .....	\$ 55.00
<b>3. 6-Yard Dumpster Cost/Month</b>	
<b>First Dumpster (6-Yd)</b> .....	\$ 87.00
<b>Each Additional Dumpster (6-Yd)</b> .....	\$ 75.00
<b>4. Canister and Dumpster</b> .....	Dumpster is Additional to Canister
<b>5. Special Dumpster Pick-up Fee (Cost/Each Pick-up)</b> .....	\$ 20.00
For Pick-ups not Part of Regular Route Pick-up	
<b>6. Roll-off Dumpster</b>	
<b>Monthly Fee</b> .....	\$ 125.00
<b>Cost/Ton Tipping Fee at Landfill</b> .....	\$ 26.00
<b>7. Out of City Limits Dumpster Charge</b> .....	As Determined by Arizona Strip Landfill
Call Arizona Strip Landfill (435) 467-8175 for Quote	

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<sup>1</sup> If a customer has both water and wastewater services, they will also be provided and billed for at least one solid waste canister service. Arrangements for additional solid waste services must be made between the customer and the utility office.

## Solid Waste Service Customer Information



### **Please Read and Understand these few guidelines in relation to your service.**

This sheet is for informational purposes and contains the requirements for Solid Waste Service Regulations. If you have any questions call (435) 874-1160.

1. **Dumpsters and Canisters – Property of Arizona Strip Landfill:** The dumpsters and canisters belong to the Arizona Strip Landfill Corporation and remain with the address where they are placed until they are picked up by that agency. Do not remove the dumpsters or canisters from the address.
2. **Canister Pick-up Days:**
  - a. North side of the Short Creek: Place Canisters at the street curb or by the side of the street on Wednesday evening for a Thursday Pick-up.
  - b. South side of the Short Creek: Place Canisters at the street curb or by the side of the street on Thursday evening for a Friday pick-up.
3. **Access:** Please make sure there is nothing blocking access or protruding off the top or sides of the Canister or Dumpster on pick-up day.
4. **Placement:** Place Canisters four (4) feet apart when placed at the curb or street for pick-up.



5. **Special Pick-up:** If you desire a special pick-up of a dumpster or canister, you may call the Utility Office at (435) 874-1160 or the Arizona Strip Landfill at (435) 467-8175. There will be a service charge for Special Pick-ups.
6. **Yard Waste:** Yard waste such as dirt, limbs, and leaves may be placed in Dumpsters or Canisters; however, many times yard wastes can be used for flood and erosion control. Call the Arizona Strip Landfill at (435) 467-8175 to properly deal with yard wastes.
7. **Acceptable Trash:** Use Dumpsters and Canisters for typical household garbage such as paper, plastic, glass, metal cans, etc.
8. **Unacceptable Trash:** Do not place Toxic Wastes, Batteries, Septic Waste, Carcasses, Hot Ashes, etc. in Dumpsters and Canisters. Call the Arizona Strip Landfill at (435) 467-8175 to deal with these items. Placing these items in a Dumpster or Canister may constitute abuse.
9. **Abuse:** Damage to the Dumpsters or Canisters by neglect, misuse, or abuse by the customer will result in a charge to the customer for the replacement or repair of the damaged item. Damage to the Landfill pick-up equipment due to wrongful use of Dumpsters or Canisters may result in charges to the customer for the repair or replacement of the equipment.