



## Tooele City Corporation

### Finance Department

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## Free Online Account Access at

<https://www.municipalonlinepayments.com/tooeleut>

### **New Account Set Up:**

- \*Only property owners can establish a utility account and initiate services.
- \*Bills are sent out the 1<sup>st</sup> of each month, and payments are due by the 15<sup>th</sup>.
- \*Please contact our office if the bill is not received by the 6<sup>th</sup> of the month.
- \*Account activation and closure requires the signature of the property owner.

### **Utility Account security deposit:**

A \$20.00 security deposit is required before a new account can be established. The deposit will be refunded on the final bill when the account has been closed.

### **Set Up Fee:**

A \$30.00 set up fee will be billed on the 1<sup>st</sup> bill for new accounts. The fee is a one-time, non-refundable fee for all new accounts.

**WATER CHARGES:** The water billing is a combination of two fees:

1. Base fee dependent upon the size of your meter

<u>Size</u>	<u>Base Fee</u>
¾"	\$11.50
1"	\$17.25
1 ½"	\$25.88
2"	\$34.51
3"	\$43.13
4"-8"	\$51.76

2. A usage fee based on the amount of water used. The more water used, the higher the cost per unit of water (one unit of water equals 100 cubic feet or approximately 750 gallons.)

<u>Usage</u>	<u>Per Unit</u>
0-10 units	\$0.78 per unit
11-30 units	\$1.04 per unit
31-50 units	\$1.30 per unit
51-70 units	\$1.56 per unit
71-90 units	\$1.82 per unit
91+ units	\$2.08 per unit

**SEWER CHARGES:** The sewer billing is a combination of two fees:

1. Base fee of \$12.08
2. A fee based on the amount of water used during the winter months averaged over the 4-month period. The total usage is taken and divided by the 4 months in which it was used to establish a per month usage. The monthly unit usage is then billed at \$3.45 per unit. The winter months are November thru March which normally accounts for internal or winter water use only.

The established rate is reset every year starting with the April billing and based off the prior winter period.

A rate of \$46.58 will be charged to all new customers, until a rate can be established once the account has been active for a full winter usage period (November to March).

**STORM WATER UTILITY:** The rate structure is based upon the following parameters:

Single Family residential home (including duplexes)	\$3.84 per home or unit per month
Multiple Family units (HDR zone of 16 units per acre)	\$2.69 per unit per month
Commercial Property (<1 acre)	\$12.80 per month
Commercial Property (1-5 acres)	\$32.00 per month
Commercial Property (5-10 acres)	\$64.00 per month
Commercial Property (10-15 acres)	\$75.00 per month
Commercial Property (>15 acres)	\$128.00 per month

**STREET LIGHT UTILITY FEE:** A street light utility is billed to each account at a rate of \$3.50 per account.

**RECYCLING:** New accounts may choose to opt-in to the Tooele City Recycling Program. (Please see the Recycling Calendar for the bi-weekly pickup schedule.) Customers may elect to opt-out, during the same month, one year from their initial opt-in.

Monthly fee \$7.18  
Can Replacement Cost \$80.00

**GARBAGE:** Garbage collection is billed per can with a minimum of 1 can required for each account:

Monthly Fee 1<sup>st</sup> Container \$13.00      Monthly Fee 2<sup>nd</sup> Container \$6.50

New Construction/Account Can Fee \$65:00  
2<sup>nd</sup> Can Request \$65.00  
Can Replacement Fee \$65.00

#### **Trash Service Protocol**

- Residents are responsible for care and cleaning of the trash containers provided.
- Please keep cans free from destructive or decorative markings.
- Containers must be placed curbside by 6:30 am on your scheduled trash day.
- Containers should be placed at the edge of the street next to the driveway, opposite your mailbox.
- Please place containers wheels close to curb (but not touching) or edge of road.
- Please place lid opening facing toward the street.
- Do not block driveways or roadways.
- Please pull containers back onto your property after they have been emptied.

- **DO NOT** put ashes or any hot materials in the containers.
- **DO NOT** overfill the container to the extent the lid does not close firmly.
- **DO NOT** place your cans in front of any property other than your own.

**HOLIDAY PICKUP SCHEDULE:** Holidays in which there will be no garbage pickup change each year. For a current listing please visit [www.tooelecitey.gov](http://www.tooelecitey.gov) or contact our office at 435-843-2150.

If a holiday falls on a normal pick-up day garbage pickup will be delayed one day. If the holiday falls on a Saturday, the holiday will be recognized as the previous Friday, and any holiday that falls on a Sunday is observed on the following Monday.

### **TOOELE CITY BULKY WASTE PROGRAM**

Tooele City provides a free bulky waste pickup program. Bulky Waste Pickup is intended to help with those once or twice a year cleanup projects and to help keep our city clean. The pick-up day will be once a month (weather permitting) for those items that do not normally fit into your garbage container. This service is being provided at no additional cost to Tooele City residents and will go a long way in cleaning up our city. The guidelines for pickup are as follows:

**Pickup day:** Bulky waste will be picked up from the curb in front of each home one day each month according to the following schedule:

#### **Normal Garbage Pickup Day**

Monday  
Tuesday  
Wednesday  
Thursday & Friday

#### **Bulky Waste Pickup Day**

1<sup>st</sup> Thursday of each month  
2<sup>nd</sup> Thursday of each month  
3<sup>rd</sup> Thursday of each month  
4<sup>th</sup> Thursday of each month

**Please BAG, BUNDLE, or BOX items for this pickup. Items must be accessible and not blocked by vehicles. If items are not prepared properly, they WILL NOT be picked up.**

Bulky waste service is year-round depending on the weather –No pickup during stormy weather i.e., rain or snow. Due to Thanksgiving Day, the last pickup in November will be on Friday. Your bulky waste should be placed curbside the day before pickup day. Leaving bulky waste curbside for longer periods of time is unsightly and will subject you to the illegal dumping ordinance.

- ☐ **SIZE & WEIGHT:** Bundles of limbs must be less than 18” diameter, less than 5 feet long, and weigh less than 75 lbs.
- ☐ **APPLIANCES & FUNITURE:** This service provides for the curbside collection of old appliances, furniture, and carpet including couches and mattresses. Get them to the curb and they will be removed (**ITEMS WITH FREON MUST HAVE THE FREON REMOVED AND THEN A LABEL PLACED ON THE ITEM INDICATING SUCH REMOVAL**).
- ☐ **YARD TRIMMINGS, LIMBS & GRASS CLIPPINGS:** Generally, anything you can get inside your trash container provided by Tooele City should go in there. Everything except large limbs (larger than 4” in diameter) must be bagged, bundled or boxed. Loose piles of yard trimmings and limbs won’t be picked up. Remember, these bundles must be less than 5 feet in length & weigh less than 75 lbs. **GRASS CLIPPINGS ARE NOT TO BE PUT OUT FOR BULKY WASTE COLLECTION.** If you are in between pickup days, always remember that the Tooele County Solid Waste Disposal Facility will take green waste for a fee.
- ☐ **RUBBISH (WOOD, PLASTICS, METAL, LEATHER, CONSTRUCTION & DEMOLITION WASTE):** Construction and demolition waste generally won’t be collected on bulky waste day. You will need to make arrangements to take it to the landfill.
- ☐ **HOUSEHOLD GARBAGE:** All of the normal, everyday household garbage you generate (like food waste and packaging) must be disposed of weekly in your garbage container. The State Health Department requires that garbage be collected weekly.

- ❑ **HAZARDOUS MATERIALS & OTHER PROHIBITED ITEMS:** Paints, oil, solvents, bug spray, weed killer, batteries, old car parts, fertilizers and such are considered household hazardous wastes and **WILL NOT BE COLLECTED.**
- ❑ **RIGHT OF REFUSAL:** The bulky waste collector has the discretion to refuse items which do not meet these guidelines or which he believes will pose a risk to human health.
- ❑ **FOR MORE INFORMATION OR ASSISTANCE:** Please call Tooele City Utilities at 843-2150. If your collection or bulky waste pickup was missed—please call Ace Disposal at 882-7009. For items not covered above call Tooele County Solid Waste Disposal Facility at 833-9520.

**ANIMAL LICENSING:** Household pets (cats and dogs) are required to be licensed with Tooele City.

1. New residents have 30 days to license their household pets.
  - a. Bring proof of your current rabies vaccination certificate issued by a licensed vet (required for license.)
  - b. Documentation to show your animal has been spayed or neutered.
2. Pet limit cannot exceed singularly, or a combination thereof, a total of four household pets.
3. Animal licenses must be renewed yearly. All licenses are valid yearly from January 1<sup>st</sup> thru December 31<sup>st</sup>. All licenses expire on December 31<sup>st</sup>, regardless of date purchased.
4. Renewals must be paid for and renewed by February 28<sup>th</sup> to avoid paying a late fee. After February 28<sup>th</sup> all license fees are doubled in price.

### **ANIMAL LICENSING FEES**

<u>Dogs (Canine)</u>	<u>Fee:</u>	<u>Cats (Feline)</u>	<u>Fee:</u>
Natural	\$35.00	Natural	\$35.00
Spayed/Neutered	\$10.00 (\$5 owners 60+)	Spayed/Neutered	\$5.00

## **WATER CONSERVATION SCHEDULE**

Tooele City has implemented a water schedule for outdoor water use for all local residences, businesses, schools, and government agencies using culinary water.

In the water conservation schedule, the City is divided into three sections and watering is allowed twice weekly. (See adjacent table.)

**Area #1** All water users north of Vine and west of Main water Wednesdays and Saturdays.

**Area #2** All water users north of Vine and east of Main water Tuesdays and Fridays.

**Area #3** All water users south of Vine water Mondays and Thursdays.

**Outdoor watering is not permitted on Sundays.**

The City encourages residents not to water during the hottest hours of the day, typically between 10 a.m. and 6 p.m. This conserves water and reduces the amount of water bills.

If there are special circumstances that require a modified schedule for residents or businesses — such as newly planted sod or lawn, contact Tooele City at (435) 843-2150.

City parks and schools have been placed on modified schedules because of the size of their lawn areas. While some parks and schools may be watering more than two days each week, a specific area of that park is only watered twice during the week.

#### **Water Wise Tips**

- **Irrigate By Zone** — Lawn, trees, shrubs and flowerbeds all have different watering requirements. Separate your landscaping into different irrigation zones, then water accordingly.
- **Hand Water Dry Spots** — If you have a dry spot on your lawn, water it by hand to avoid over watering the remainder of the lawn.
- **Repair Your Sprinklers** — Check all your sprinkler heads and hoses for leaks or winter damage. Adjust sprinkler heights and angles to increase water efficiency.
- **Use Your Broom** — Sweep sidewalks, driveways and other paved areas with a broom instead of using the hose.

<b>Watering Conservation Schedule</b>		
<b>#1</b> North of Vine & West of Main	<b>M A I N  S T R E E T</b>	<b>#2</b> North of Vine & East of Main
<b>Wednesday and Saturday</b>		<b>Tuesday and Friday</b>
<b>VINE STREET</b>		
<b>#3</b> South of Vine		
<b>Monday and Thursday</b>		

Our outdoor water conservation schedule is voluntary. We ask our citizens to please cooperate with this schedule as this will allow the tanks to fill during off hours. Please use water-wise practices, we all need to conserve water, a precious resource!

For more water wise tips, please visit this website, [www.waterwiseutah.org](http://www.waterwiseutah.org)

# Register For Online Payments!

Tooele City has switched our utility online payment/bill pay software from Xpress Bill Pay to our new Municipal Online Payments system.

## To setup your new account:

1. Go to [//www.municipalonlinepayments.com/tooeleut](http://www.municipalonlinepayments.com/tooeleut).
2. In the top, right hand corner select **Login/Register**.
3. On the Login screen select **Register**.
4. Enter in your Email, Password and Name. Phone Number is optional. Select **Register** when done.
5. An email will be sent to your email address to confirm that your address is correct. Check your email to find the "Thanks for registering!" email.
6. Click the link in the email to confirm your email address and activate your account. The link returns you to the login page for your online services website.
7. Login using your email address and password.
8. Click on the link to **Add to My Services**.
9. Click on the link for **Utility Billing**.
10. Click on **Add Account**. *Note: You will be prompted to input your Account Number and Last Payment Amount.*
11. To add an auto pay to have the payment draft automatically each month you will need to click on the box that says enroll in auto pay and it will take you to a page where you can enroll in auto pay which is where you will add payment information and choose a date to auto draft. Our bill is always due on the 15<sup>th</sup> each month.

If you have any questions, please contact our Finance Department at 435-843-2150. Thank you!

# Pay Your Bill by Phone 24/7!

Another fast and convenient way for you to pay your bills 24/7, no computer necessary! Simply call toll-free 866-785-8383.

## What is the IVR system?

The IVR (Interactive Voice Response) system provides you with a complete bill payment system over the phone.

You can pay your bills anytime, anywhere. All you need is a phone.

## How does it work?

Dial the toll-free number 866-785-8383 and provide your account number to locate your bill.

The IVR system will tell you your account balance, the payment due date, and then guide you to make your payment using a credit card, debit card, or eCheck.

You are provided with a confirmation number and notified whether the transaction was successful or not.

At the end of the call, you have the option to set up Auto Pay. **NOTE:** We do not use Xpress Bill Pay for Auto Pay. Auto Pay options can be set up through our online payment system.

[//www.municipalonlinepayments.com/tooeleut](http://www.municipalonlinepayments.com/tooeleut)

## Live Operator Option

Additionally, you may call the payment center (800-720-6847) and make payments over the phone with a live operator.

Both the IVR system and our payment center offer service in English and Spanish. (Note: Payment center Spanish service hours vary.)

If you have questions about IVR, call Xpress Bill Pay at 800-766-2350.