



90 North Main
Street
Tooele, UT
84074

Tooele City Finance Department

The Tooele City Finance Department is responsible for the City's budget and maintaining the City's accounting records. This department is accountable for the processing of utility bills and accepts payments for all City services. The department includes accounts payable, accounts receivable, collections and maintaining the City's assets. The Finance Department's general purpose is to direct, administer, and supervise all fiscal affairs, and accounting and financial reporting.

Utility Billing Policies

Purpose: Tooele City Utilities is a division of the Finance Department. Utility Billing and Collections is directly responsible for the generation of utility statements to all customers within city limits.

PROCEDURES:

1. Billing and Payments:

- a. Utility bills include water, sewer, garbage, street lights and storm water utility. These are required services. Tooele City also offers an optional recycling service to residential customers. An active account will be billed for monthly base fees even when no consumption is used, unless an account is closed or placed on a temporary suspend (see below for information on Temporary Disconnect of Service).
- b. Tooele City utilities are billed on a monthly basis. Statements are mailed the last day of each month and should be received between the 1st and the 5th of each month.
- c. For a list of utility fees and charges please refer to the "Fee Schedule".
- d. Payments are due the 15th of each month. If the due date falls on a weekend or holiday, the customer has until the end of the next business day to make the payment.
- e. Any past due amount must be paid by the 15th day of the current billing period to avoid service interruptions. Please see "Disconnects" below. Payment arrangements may be made prior to the 15th of the month to pay the account at a later date, not to exceed two weeks from the due date.
- f. The statement cut off is the 25th of each month. Payments received after the 25th of the month will not be reflected on the following month's statement.
- g. Customers are responsible for notifying the City if they do not receive their utility statement each month.
- h. Customers are responsible to review their bills for accuracy. Any billing errors reported will be adjusted back 90 days.

2. Utility Account Set Up:

- a. Tooele City authorizes property owners only to establish a utility account.
- b. To obtain utility services for water, sewer, garbage, street lights and storm water from Tooele City, local customers may come into our office. The following information is required to initiate your service:
 - Driver's License or State Issued ID Card
 - Proof of ownership of serviced property
 - \$20.00 Security deposit
- c. For customers who are out of state or unavailable to appear in person, Tooele City requires the meter deposit application located online to be filled out. All required information must be submitted along with the \$20.00 deposit to initiate services.
- d. Any person requesting utility service who has previously had an unpaid bill with the City is required to pay this amount in full, plus any applicable collection charges.
- e. The security deposit of \$20.00 is required before any new account is activated.
- f. Any new account will be billed a nonrefundable \$30.00 administrative setup fee that will appear on their first month statement.

3. Terminating Services:

- a. Tooele City requires all accounts be terminated in writing by the account owner. Accounts can be terminated in person at the Finance Department, or by mailing or emailing a letter of intent to disconnect to the Finance Department.
- b. Intent to disconnect letters must contain the following information:
 - Service address to be terminated
 - Date of termination of account
 - Forwarding address
 - Signature of account owner
- c. Non-Payment - A utility account may be terminated if service has been disconnected for non-payment over an extended period of time with no response from the account owner. If an account is terminated under these circumstances and the owner then wishes to regain service at that address a new account and deposit will be required and the account balance must be paid in full (see new account and deposit sections above).
- d. Returned Mail - An account may also be terminated if no response is received from the account owner when notification is made of returned mail from the USPS (see Returned Mail below).

4. Account Transfer:

- a. Account owners may transfer their account to a new owner either in person in the Finance Department or by signing a transfer letter that includes the following information:
 - Service address of account to be transferred

- Name of new owner
 - Signature of account owner
- b. The new account owner will be required to set up a new account (see new account set up section above). The current account owner is responsible for the account until the new owners account set up has been completed. It is the responsibility of the current account owner to ensure that the account transfer is completed.
 - c. Transferring an account will transfer the deposit and any balance, history and obligations on the account to the new owner. A transferred account simply transfers the name on the account to the new owner and the new owner assumes the account as is. There is no set up fee on a transferred account.
 - d. Utilities cannot remain in the name of a deceased individual. However, the account may be transferred upon presentation of a death certificate and valid photo identification, provided that **(A)** the account balance is paid in full, or **(B)** the individual requesting the transfer is listed on the property title.

Executors or administrators of the estate are responsible for notifying Tooele City Corporation of the account holder's death in a timely manner and initiating the transfer for responsible party billing. Failure to report a death may result in continued charges, and account disconnection which will be considered a civil matter between the parties involved.

5. New Build/ Construction Water:

- a. Tooele City requires all new construction properties, both residential and commercial, to establish a utility account for construction water purposes.
- b. Prior to the application for water service all builders/contractors/property owners are required to meet with the Building Department for the permit approval process.
- c. All building permit applicants must complete the Meter Deposit Record Form for each property needing water service prior to service being connected and turned on at the meter.
- d. Items needed for new service:
 - Driver's License or State Issued ID Card/ Federal Tax ID number.
 - Building permit with name of applicant and property address.
 - \$20.00 Security deposit.
 - Notarized signature on Meter Deposit Record of signor if mailing in the application.
- e. Water service will bill monthly according to the culinary usage rates set and approved according to the Tooele City Fee schedule. A monthly meter base fee by meter size will also apply. (See Fee Schedule)
- f. There will be a non-refundable \$30.00 setup fee on all accounts.
- g. Once a certificate of occupancy has been issued on new construction properties water service can be terminated in writing at the request of the account owner. New property owners would be required to bring in proof of purchase to establish utility services for all applicable utilities at this time.

6. Temporary Disconnect of Service:

- a. A utility account may be placed on temporary disconnect when the property will be vacant for an extended period of time (typically longer than 30 days).
- b. Placing an account on temporary disconnect will halt the billing of base fees on the account until the property is once again occupied.
- c. A temporary disconnect requires that the water meter be shut off and locked. Garbage service is also not allowed during a temporary disconnect.

- d. If usage of services is observed during a temporary disconnect, the billing will be restored and the account will be billed for the entire period.
- e. Temporary disconnects can be requested in person, by phone, or by mail.
- f. To restore service to a temporarily disconnected account, the owner must contact the Finance Department to have the service re-connected. Requests must be received before 3pm in order for service to be restored the same day. It is illegal for customers to restore their own service.
- g. There is a \$15.00 reconnect fee to have service restored.

7. Disconnected Services:

- a. Accounts are subject to disconnect if any portion of the previously billed balance remains unpaid longer than 30 days from the original due date for that balance.
- b. Delinquent notices are included on the monthly statement and are marked in red to notify customers that the account is past due.
- c. A pre-recorded computer-generated courtesy phone call may also be placed to the phone number on the account notifying the customer of the intent to disconnect services for non-payment.
- d. Delinquent accounts will be disconnected after the 15th of the month and prior to the first of the following month. Payments must be received in our office by 5:00 pm the day before shut offs in order to avoid disconnect.
- e. Once an account has been disconnected for non-payment, payment must be received in full in order to restore service.
- f. Under certain circumstances payment agreements may be made with a customer. Please see "Payment Agreements" below for details on the terms of payment agreements.
- d. The Tooele City Finance Department will be open until 7:00 pm on regular shut off nights (excludes payment agreement shut offs).
- e. Delinquent accounts that have been paid in full will have service restored before the close of business the date the payment is made.
- f. If payments are made on-line, customers are encouraged to contact our office by phone to notify us of the payment. On-line payments are processed at certain times during the day and therefore there may be a delay in service being restored.
- g. Tooele City ordinance prohibits any persons other than City employees from tampering with any part of the water meter. Accessing a meter vault may result in fines and/or fees for any damages.
- k. There will be a \$15.00 re-connect fee assessed on accounts shut off for non-payment.

8. Payment Agreements:

Tooele City offers a payment plan to its customers to avoid disconnect on a delinquent account. Payment agreements must be entered into prior to an account being disconnected for non-payment.

Payment Agreements are made for a period of 3 months according to the following terms:

- 1/3 of the total account balance must be paid at the time of the agreement.
- 1/3 of the original payment agreement amount will be paid the following month in addition to the current charges for that month.
- The remaining 1/3 of the total balance of the agreement will be paid the following month with the current charges for that month thus bringing the account current and at a paid in full status.

Payment agreements are a final arrangement on an account. If the entire amount of the agreement is not received prior to the 15th of the month, the account may be disconnected and the full account balance must be paid to restore service.

9. Returned Checks:

- All returned checks will be charged a \$20.00 returned check fee.
- A returned check must be paid with cash, money order or credit card. Returned checks must be paid in full, including the \$20.00 returned check fee.
- Customers will be notified of a returned check on a utility account via a colored tag left on the door of the home. Customers will have 48 hours to contact the Finance Department and make payment on the returned check. Returned checks for utility service payments that are not satisfied within the 48 hours will subject the account to disconnect.
- All other returned checks will be notified via a mailed letter and will give customers 5 business days to satisfy the returned check. Returned checks must be paid with cash or credit card.
- Returned checks not satisfied within the stated period may be referred for further legal action.
- Returned checks made online will result in an adjustment of the amount returned to the Utility Account including a returned check fee. Amount varies depending on returned item reason.
- Tooele City reserves the right to not allow checks online (electronically) or in person if there are more than one returned check on file.

10. Returned Mail:

- Utility bills that are returned to the Finance Department by the Post Office as undeliverable will have a notice placed on the door requiring the owner to contact our office. Bills that are returned to our office with a forwarding address will be forwarded to the address provided by the Post Office.
- If attempts to make contact regarding returned mail fail or a customer does not contact our office regarding returned mail in a reasonable amount of time, an account can be closed and water services may be interrupted.

11. Water Leak Adjustments:

- An account may be eligible for an adjustment when a leak has been detected and repaired. All leaks at the location must be repaired in order to receive an adjustment.
- When the Finance Department is notified that all leaks have been repaired a technician will be sent to the property to verify the meter has stopped spinning. All valves (sprinklers, main valves) must be turned on during this inspection.
- Once a leak adjustment is given for a property no other adjustment will be given.
- Tooele city may request proof that a leak was repaired (invoices, receipts, etc.)
- Customers will need to report the location of the leak and the date of repair.
- Qualifying leaks will be issued an adjustment based on an average of usage taken for 2 to 3 weeks and the prior year's usage. If water usage is unavailable, Tooele city will base water consumption off of two weeks water averaging and an average water usage for a typical customer.
- No adjustment will be given for malfunctions to sprinkler boxes, filling of pool, usage of water not resulting from a leak, etc.

- Customers have 45 Days to fix a leak once it is reported by them or to them.
- Tooele City will adjust up to a maximum of 90 days usage on all leaks.
- Leaked Water Adjustments will be given at half of the billed rate.

12. Equal Pay:

- Accounts that have one year of service can enroll in the equal pay or budget billing program.
- To enroll an account must be paid in full.
- Equal pay payments are due on the 15th and must be received by the 25th of each month.
- Late payments are subject to removal of the equal pay program and service interruption.
- Equal pay is re-calculated twice a year and changes will be reflected on the December and April billings.
- If a customer requests to be removed from equal pay and carry a shortage, the shortage amount is due on the following billing.

13. Online Services:

- Accounts can be managed online for free at www.tooelecitecity.gov
- Customers are responsible for online account set up and managing their auto pay, phone and text notifications and statement printing options.

14. Residential Garbage Fees:

- New accounts are required to pay a garbage fee per can of \$65.00, with Tooele City retaining ownership of the said can. Tooele City will cover minor replacements of wheel, axles and lid at no additional cost to homeowners.
- Replacement cans will be billed at the replacement cost of \$65.00 per can. Customers are responsible for maintaining their trash can and following Tooele City Ordinance regarding can location and bringing cans in after pickup, including locating cans if they go missing. Cans damaged during pick up service will be replaced at no cost according to City discretion.
- Second garbage can requests are billed an initial can fee of \$65.00 upon delivery. Up to 4 cans are allowed per address.
- Missing or replacement requests for recycling cans are billed to the utility account holder at \$80.00 per can. Ace Disposal determines the replacement of recycling cans.
- All utility residential customers are required to have trash service with Tooele City. Tooele City does not provide trash service to commercial properties, condominiums, Mobile home parks, or any multi-unit properties larger than 4 units or any properties on private roads.

15. SPECIAL BILLING CIRUMSTANCES:

Winter Water Estimating: Tooele City will estimate winter water usage every year starting after the November reading (October consumption period). Estimated billing months will be January, February, and March. In March of each year, Tooele City will resume reading meters, weather permitting. Customers will then be billed if the estimated reads caused the account to be under charged or credited if over charged. Monthly winter water estimations will be taken from a calculation averaging the total usage from November to March of the prior year. This averaged usage per month will also be used to determine the sewer rate for the next year.

Sewer Exceptions:

- If a customer is unable to connect to a Tooele City sewer line for sewer service because the line is not available on their street, sewer charges will not be billed to the customer.
- If a customer is able to connect to a city sewer line or sits within 300 feet, and has not connected, sewer charges will still be billed to the utility customer.

Approved by Tooele City Administration on this 2nd day of Sept., 2026.

Signed

A handwritten signature in black ink, appearing to be 'W. H. S.', written over a horizontal line.

Last Updated: September 2, 2026