

## IMPORTANT PHONE NUMBERS

|                        |              |                       |              |                          |              |
|------------------------|--------------|-----------------------|--------------|--------------------------|--------------|
| <b>Emergencies</b>     | <b>911</b>   | Gas (Atmos)           | 888-442-1313 | Post Office              | 970-330-4841 |
| Building permits       | 970-475-1120 | Greeley Evans Transit | 970-350-9287 | Poudre Valley REA        | 970-226-1234 |
| Code Enforcement       | 970-475-1115 | Municipal Court       | 970-475-1123 | Senior Center            | 970-475-1131 |
| Electric (Xcel Energy) | 800-895-4999 | Parks and Recreation  | 970-475-1125 | Utility Locates (811)    | 800-922-1987 |
| Fire Department        | 970-339-3920 | Police Department     | 970-339-2441 | Waste Management (Trash) | 866-482-6319 |

### UTILITY SERVICES

The City of Evans provides water (potable and non-potable), wastewater, refuse collection and storm drainage services to city residents. The city also provides these services to customers in limited out-of-city areas.

New homeowners usually have utility accounts set up through the title company closing process. The city does not require a deposit. For new homeowners, responsibility for services begins on the date of ownership. Amounts will be pro-rated for partial months.

Tenants or property management companies may be added to accounts as secondary after an account is established in the property owner's name.

### POTABLE WATER RATES

Customers are billed for their water usage on a monthly basis. Water charges reflected on monthly utility bills are a combination of a base service availability charge and a metered usage charge.

Residential water consumption tiered rates are as follows:

- 1,000 gallons to 4,000 gallons: \$5.89 per 1,000 gallons
- 4,001 gallons to 16,000 gallons: \$7.36 per 1,000 gallons
- 16,001 gallons to 22,000 gallons: \$11.63 per 1,000 gallons
- Over 22,000 gallons: \$18.67 per 1,000 gallons

#### Base service availability charge:

- City residential water utility customer: \$24.63 per month
- Out-of-city residential water utility customer: \$25.71 per month

#### Commercial water rates:

- \$8.03 per 1,000 gallons of consumption plus a base amount dependent on the customer's meter size.

### NON-POTABLE WATER RATES FOR METERED IRRIGATION ACCOUNTS

Non-potable water for lawn irrigation is provided in limited areas of the city. The non-potable system will be turned on April 15th and runs through October 15<sup>th</sup>. Due to the limited availability of water, **non-potable use will only be available June 15<sup>th</sup> to September 15<sup>th</sup>**. The remaining months of the irrigation season will be charged at the higher treated water rate. Rates will be billed as follows:

#### April 15 to June 15 and September 15 to October 15, treated water rate:

- 1,000 gallons to 4,000 gallons: \$5.89 per 1,000 gallons
- 4,001 gallons to 16,000 gallons: \$7.36 per 1,000 gallons
- 16,001 gallons to 22,000 gallons: \$11.63 per 1,000 gallons
- Over 22,000 gallons: \$18.67 per 1,000 gallons

#### June 15 to September 15 Non-potable water rate:

- All non-potable water \$3.70 per 1,000 gallons

### NON- POTABLE RATES FOR NON-METERED FLAT RATE IRRIGATION ACCOUNTS

- Single Family residence \$35.01 per month
- Multi-family residence \$26.26 per unit, per month

**Effective April 15, the following watering restrictions are in place:** Single family residences with **even-numbered building addresses** shall use water for sprinkling on **Sunday, Tuesday, and Thursday** of each week, and single-family residences with **odd-numbered building addresses** shall use water for sprinkling on **Monday, Wednesday, and Saturday** of each week. **No watering between the hours of 12:00 noon and 5:00 pm. Restrictions shall become effective at 12:01 am on April 15 of each calendar year and shall be in effect until October 15 of each calendar year.**

### STORM DRAINAGE

The Federal Clean Water Act establishes certain storm water regulations. The overall goal is to reduce the number of pollutants entering streams, lakes, and rivers due to storm water runoff from developed land areas. The city is responsible for the development and implementation of all the required storm water management programs and discharge permits for the Evans stormwater management area.

- Residential Storm Drainage Monthly Charge: \$20.96 per unit.
- For Commercial, Industrial, and Manufactured Home Communities Storm drainage charge, please contact Evans Utility Billing at 970-475-1170.

### TAMPERING FEE

Any person caught tampering with the city owned equipment will be charged a \$200.00 fee per occurrence, not including repair expenses incurred.

### WASTEWATER (SEWER)

#### Base and usage rates:

- Inside city limit base rate: \$44.68 per unit per month
- Outside city limit base rate: \$68.30 per unit per month
- Commercial base rate: \$44.68 per unit per month
- Single-family, multiple-family units, manufactured homes and commercial accounts include the first 4,000 gallons of usage based on winter average.
- Residential use charge: \$5.89 per 1,000 gallons of usage (if applicable)
- Commercial use charge: \$12.13 per 1000 gallons of usage (if applicable)

### PAYMENT TRANSACTION FEE

All debit or credit card payments will be charged an additional 2.95% of the total amount due with a minimum of \$2.95 per transaction. All electronic fund transfers (EFT or ACH) from a checking or savings account will be charged an additional flat fee of \$.95 per transaction.

Any payments made to the 24-hour automated phone payment system will have an additional \$.95 convenience fee in addition to the transaction fee.

### BILLING AND PAYMENT OPTIONS

The city sends utility bills at the beginning of each month for services rendered in the previous month. Bills are due on the 15th day of each month. A service account is considered past due when the billing for the current period reflects an unpaid balance from the previous billing cycle.

A \$20.00 notification fee will be added to the past due balance. The city notifies customers on their utility billing statement of any past due amount on the subsequent month's bill. Water service is discontinued for non-payment on the 16th day of the following month or the subsequent business day. A \$50.00 delinquency fee will then be added to the balance. Services are restored when the total past due balance along with the delinquency fee is paid in full.

Payments may be made by cash, check, money order, credit, or debit card. We offer many ways to make a payment, automatic bill pay, online, over the phone or in person. The city accepts Electronic Funds Transfers from checking or savings accounts, VISA, Mastercard, American Express and Discover in person or over the telephone. All Electronic payments either in person or over the phone will be charged a transaction fee. Payments may be mailed to:

**City of Evans, 1100 37<sup>th</sup> St., Evans CO 80620-2036 or**

**City of Evans, PO Box 209158, DALLAS, TX 75320-9158**

Check and money order payments may also be dropped off anytime at the Evans Community Complex drop box, located at the north end of the complex.

**Online Bill Payment** is a payment option offered to Evans utility customers. You can make a one-time payment, or you can register on our secured website to make automatic monthly payments towards your Evans utility bill from your credit card, checking account or savings account. Go on-line to [www.evanscolorado.gov](http://www.evanscolorado.gov) to make your on-line payment or call our customer service representatives at 970-475-1170 for more information.

### REFUSE COLLECTION (Applies only to Evans Residents)

Evans contracts with Waste Management for refuse collection services. Each Evans residence becomes a customer of Waste Management and is charged a monthly service charge of \$15.00 for this service, which will be reflected on your monthly Municipal Utility Services statement. One 96-gallon rolling polycart is provided for refuse.

### TRASH AND RECYCLE BUNDLE DEAL

Add one 96-gallon recycle cart to any existing refuse account and receive the bundle deal of \$20.15 per month.

**ADDITIONAL RECYCLING OR TRASH SERVICES** are also provided by Waste Management for an additional fee, please contact the City of Evans at 970-475-1170 to obtain pricing or request additional services.

**Residential trash pickup is every Tuesdays.**

**Residential recycling is every other Tuesday.**

**New Customers:** please contact the City of Evans at 970-475-1170 to begin services and request a bin. *If the bin is already on the property when you move in, you can begin sorting out your filled bins on the next pick-up day.*

**For any other questions regarding utility services provided by the City of Evans, please call customer service at 970-475-1170**