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PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Municipal Utilities Phone Numbers

Customer Service:

286-5900

- Start or Stop Utility services
- Billing questions for all services
- Payment Arrangements

Web Address:

www.cedar-rapids.org

Quick Link: "Utility Bills"

Water - After Hours

Emergency Service:

286-5910

Solid Waste & Recycling

(Garbage, Recycling,
Yard Waste):

286-5897

www.cedar-rapids.org

Quick Link: "Garbage Pickup"

Sewer Maintenance:

286-5815

After Hours

Emergency Service:

286-5826

Storm Water Management:

286-5802

Sanitary Sewer

(Waste Water Treatment):

286-5286

Days in Bill Period – number of days between when your meter was last read and the current meter read date. The number of days in each bill period can vary due to Holidays and the Read schedule. An average Residential (bi-monthly) bill period is 61 days. A residential customer is billed six times per year. If you add the days from each of the six billings, the total will equal the number of days in the year.

Daily Service Charge – the daily service charge rate for each service is applied to each account regardless of the amount of consumption. The service charge generates revenue to cover non usage based fixed costs such as maintenance and capital costs of equipment and infrastructure, billing and collections, customer service, payment processing, meter reading, meter maintenance, sewer cleaning, sewer repair, etc.

Units – water consumption is measured in units of one hundred cubic feet or CCF. To convert one CCF to gallons, multiply number of CCF's by 748. (1 CCF = 748 gallons)

Sewer (Sanitary Sewer) – the volumetric sanitary sewer charge is based on water consumption. For accounts without water service, sewer is a flat rate. Two CCF's per month are provided in the daily service charge. (For example; if your water volumetric consumption was 16 units in the bi-monthly period, you would be billed for 12 CCF's (16- 4) for Sanitary Sewer.

Storm Sewer – all utility customers share in the ongoing maintenance and management of the city's storm sewer system. The storm sewer system collects water that cannot be absorbed into the ground during rain storms. Maintaining the storm sewer collection system (storm drains, ditches, streams, retention areas, alleys, and streets) protects the health of our rivers, lakes, and streams.

Solid Waste – charged to each dwelling unit (household) for the collection of solid waste. The charge entitles the household to one container of garbage per week and yard waste collection services. Additional garbage placed in bags (35 gallon or less, 40 pound limit) must have a tag, which can be purchased at authorized dealers. Contact Solid Waste & Recycling for more information.

Recycling – charged to each dwelling unit (household) for the collection of recycling. The charge entitles the household to unlimited recyclables. Contact Solid Waste & Recycling for more information.

Amount Due By Date – amount due for Municipal Utilities if paid on or before the due date.

Amount Due After Due Date – when payment is not received in our office by the Due Date, a penalty as provided by Cedar Rapids Municipal Code, shall be applied to the unpaid balance on the account. The amount is included in the "Amount Due After Due Date". Any past due bill is subject to collection procedures, water service termination, and the imposition of property liens as specified in Chapter 12 of the Cedar Rapids Municipal Code.

Payment Options: www.cedar-rapids.org Quick Link: Utility Bills

- Autopay – electronic program where your payment is automatically deducted from your checking or savings account on the due date. (Form available online)
- Electronic Payment initiated by you through your own bank bill pay
- Credit Card Payment or Electronic-Check initiated by you online (fee applies)
- Credit Card Payment or Electronic-Check initiated by you by phone (fee applies) (888-821-2215)
- Payment by mail. Mail payment with stub to: PO Box 3255, Cedar Rapids, IA 52406-3255 (please include payment stub)
- Walk-up Window at City Hall 101 1st Street SE, (please include payment stub)
- Drop Box on 2nd Avenue SE across the street from the Veterans Memorial Building, south side of 2nd Avenue Bridge (please include your payment stub)
- Drop Box at Water Administration Building (end of building under canopy) 1111 Shaver Rd NE (please include payment stub, checks only)
- Community pay stations at local businesses, (please include payment stub)

Payment Arrangements – contact Customer Service to make payment arrangements. Your account is subject to collection procedures, water service termination, and the imposition of property liens as specified in Chapter 12 of the Cedar Rapids Municipal Code when payment arrangements are broken.

Returned Payments – Any payment returned for insufficient funds, account closed, or any other reason shall include a charge to your account as provided by Iowa Code. In addition, returned payment (non-payment) may result in termination of services.

Reduced Rates – Cedar Rapids Municipal Utilities offers a reduced rate program for customers who are either totally disabled or who are 62 years of age or older and meets income eligibility requirements. You must include all household income. Please call Customer Service at 286-5900 for current income guidelines and program qualifications.

CORRECTIONS:

Please print your ACCOUNT NUMBER: _____
