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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
- Representantes bilingües están disponibles para asistir con su solicitud

Web Address:  
[www.cedar-rapids.org](http://www.cedar-rapids.org)

Water - After Hours 24-hour  
Emergency Service:  
286-5910

Solid Waste & Recycling  
(Garbage, Bulky Items,  
Recycling, Yard Waste,  
Leaf Collection):  
286-5897

Carts need to be out  
by 7:00 a.m.

Sewer Maintenance:  
286-5815  
After Hours  
Emergency Service:  
286-5826

Stormwater Management:  
286-5802 5815

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.

**Stormwater** – all utility customers share in the ongoing maintenance and management of the city's stormwater collection and conveyance system, to include curbs, streets, swales, intakes, subdrains, pipes, culverts, detention basins, retention basins, ditches, valves, gates, watercourses and other stormwater management elements. The stormwater collection and conveyance system collects water that cannot be absorbed into the ground during rain storms. Maintaining the stormwater collection and conveyance system protects the health of our rivers, lakes and streams and mitigates flood risk within the city limits.

**Solid Waste** – charged to each dwelling unit (household) for the collection of solid waste. The charge entitles the household to one City authorized container of garbage and yard waste services per collection cycle. Additional garbage must have a tag or other markings as authorized by the City and meet the established size and weight limits. Tags or other markings can be purchased at authorized retailers. Contact Solid Waste & Recycling for more information. Carts need to be out by 7:00 a.m.

**Recycling** – charged to each dwelling unit (household) for the collection of recycling materials in City authorized containers. Contact Solid Waste & Recycling for more information. Carts need to be out by 7:00 a.m.

**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](http://www.cedar-rapids.org)

- 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)
- 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)
- Walk-up drop box at the exterior Northeast corner of City Hall. (please include your payment stub, checks only)
- Drop Box at Water Administration Building 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 prior to service termination. 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.

## CORRECTIONS:

Please print your ACCOUNT NUMBER: \_\_\_\_\_

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