

Water Bill Examples

Non-Metered Water

Based on 6 rooms, 1 tub/shower and 1 toilet

Minimum Quarterly Rate (6 rooms or less)		\$30.25
First bathtub or shower		13.03
First Toilet		13.03
Tax		<u>3.38</u>
Total Water	(25% of Bill)	\$59.69
Sewer	(50% of Bill)	\$120.15
Storm Water	(3% of Bill)	8.19
***Trash	(22% of Bill)	<u>53.25</u>
Total City Billing	(75% of Bill)	\$181.59
Total Bill	(Quarterly)	\$241.28

*** Based on medium size (65 gal) trash cart

Metered Water

Based on 5,000 gallons and 3/4" Meter

Minimum Monthly Rate		\$29.01
Tax		<u>1.74</u>
Total Water	(32% of Bill)	\$30.75
Sewer Monthly Min Charge		\$15.44
Sewer—5,000 gallons of water used		30.80
Storm Water		2.73
***Trash		<u>17.75</u>
Total City Billing	(68% of Bill)	\$66.72
Total Bill	(Monthly)	\$97.47

*** Based on medium size (65 gal) trash cart

Water Rate Schedule

Schedule of Non-Metered Water Rates

Minimum Quarterly Rate	
Six rooms or less	\$30.25
Additional rooms over six, each	\$ 1.78
Minimum room rate per apartment	\$20.59
Fixture rates	
First bathtub or shower	\$13.03
Second bath tub or shower	\$ 8.11
Additional bath tubs or showers, each	\$ 5.97
First toilet	\$13.03
Second toilet	\$ 8.11
Additional toilets, each	\$ 5.97

The sliding fixture rate does not apply to apartments or multiple family dwellings except in cases where there is more than one of either fixture per family unit.

Schedule of Metered Water Rates

Rates per 1,000 gallons per month

First	5,000 gallons per month	\$4.32
Next	20,000 gallons per month	\$3.55
Next	50,000 gallons per month	\$2.81
Next	125,000 gallons per month	\$2.26
Next	800,000 gallons per month	\$1.79
Over	1,000,000 gallons per month	\$1.63

The monthly minimum charge for metered water service shall be the amount in the schedule listed below.

5/8"	\$20.50	2"	\$102.54
3/4"	\$29.01	3"	\$153.65
1"	\$40.99	4"	\$256.18
1 1/2"	\$63.21	6"	\$512.17

All water service made available outside of the Burlington city limits shall be metered and shall be billed at a rate of 150% of the standard metered rate.

Burlington Municipal Waterworks



Account Information

For your convenience we have created this informative brochure covering the basics of water, sewer, storm water and trash account information. We hope this answers all of the questions you may have, but should you need to speak with one of our account representatives, please feel free to contact us.

Burlington Municipal Waterworks

500 North 3rd Street
Burlington, IA 52601

Office Hours:
Monday-Friday 7:30am - 4:30 pm

Phone: 319-754-6501
Fax: 319-754-5492

Account Information

New Accounts/Transfers

To start a new account or transfer services, you must come to the office and present a photo ID. Accounts **MUST** be paid in full before service/transfers are initiated. A \$21.20 service fee will be charged if water needs to be turned on at the curb stop.



Billing Cycle

All utility bills are mailed out by the 1st of each month and are due by the 20th of each month (if the 20th falls on a weekend or holiday, then it is due the following business day).



Non-metered accounts are billed in one of three quarterly billing cycles:

- 10) Jan Apr Jul Oct
- 20) Feb May Aug Nov
- 30) Mar Jun Sep Dec

(The first two numbers of the account represents your billing cycle).

Metered accounts are billed monthly.

All payments must be received in our office by 4:30 pm on the due date. We do not honor check dates or post-marks. **Failure to receive utility bill does not relieve obligation to pay.**

Payments can be made:

- In the office.
- In the drop box to the right of the front door.
- By mail.
- Online at www.municipalonlinepayments.com/burlingtonmunicipalwaterworks
- Via phone using a Visa/MasterCard debit/credit at (888)394-8686.
- Automatic payments thru your checking/savings account. (Must sign up and fill out form in office).

Penalties and Fees



A **5% penalty** is added to all current amounts not paid by 4:30 pm on the due date.

Balance on account must be paid in full before the disconnection date.

All accounts on the disconnect list for non-payment are charged a **\$37.10** service fee. Services disconnected for non-payment will be restored only after balance is paid in full. **(No checks will be accepted after 4:30 pm the day before the disconnection date).**

All returned checks and bank drafts will be charged a **\$25.00** fee. Any returned check or draft not paid by the specified date will have utility services disconnected and will be charged an additional **\$37.10** fee. **(Utility services will only be restored once all fees are paid in full).**

A fee of **\$21.20** shall be due and payable at the time of making an application to have water services turned on at the curb stop.

Frequently Asked Questions Cont.

Q: When will the entire town of Burlington be converted to meters?

A: Meter conversion is an ongoing process. Meters can be purchased and installed at the expense of the homeowner at any time thru a third party. Any new service line installations, and all businesses are required to install meters.

Q: Why do I have to pay for trash if I have a private hauler?

A: According to City Code 106.01.1, if you reside within the city limits, collection shall be made from all individual residences of four dwelling units or less that are not part of a larger complex.

Q: Why is my water bill so high?

A: Water is only a small portion of your bill. In fact, water in Burlington is one of the least expensive in the State of Iowa. (See example bill under Water Bill Examples). Sewer charges make up the largest portion of your bill. Questions regarding sewer, storm water or trash should be directed to the City of Burlington.

Q: Can you bill me monthly instead of quarterly?

A: Monthly billing is reserved for metered accounts where service is paid based on usage from the meter reading. Non-metered accounts are set up as prepaid accounts where service is paid for in advance. This takes the place of collecting deposits when service is initially set-up. Also, invoices are sent out quarterly to save on administrative costs however, payments are accepted anytime throughout the billing cycle. (You do not have to wait for the bill to make payments toward your account).

Frequently Asked

Questions



Q: Why do I have to be present when they turn my water on?

A: To make sure faucets are not in the "on" position which may cause flooding if no one is present.