

Dear Utility Customer:

Welcome to the City of Wildwood and thank you for choosing our community to reside in.

In order to effectively serve you our office has compiled this information to update you on our current policies and procedures regarding utility services. We're sure that you will find the outline both informative and helpful. It is our desire to discuss the aspects of our utility structure in a way that you, our customer, may understand the general day-to-day utility operations.

SCHEDULE OF UTILITY SERVICES

1. Services Provided (if available):
 - a. **City Water** (Rates effective 10/01/13; Resolution #R2013-23)
Residential/Commercial Base Rate: \$6.42
 - b. **City Sewer** (Rates effective 10/01/13; Resolution #R2013-23)
Residential and Commercial Base Rate: \$11.40
 - c. **Garbage Collection** (Residential only includes yard debris)

NEW ACCOUNTS

2. Requirements to open utility account:
 - a. Driver's license or Picture ID required
 - b. Social Security Card or Number
 - c. Residential Account Deposit: \$100.00
 - d. Commercial Account Deposit: \$200.00
 - e. Processing Fee: \$15.00
 - f. Credit references are not accepted

MONTHLY BILLING

3. Billing Cycle: 10th of previous month thru 10th of current month.
 - a. Bills are mailed on the 20th of each month for the previous month's usage.
 - b. **Payments are due** on the 5th of the following month.
 - c. There is a 10-day grace period (until the 15th of the month).
 - d. Accounts not paid by the 15th of the month are delinquent and subject to a 10% surcharge and/or discontinuance of service.

NONPAYMENT RECONNECT FEE

4. Reconnect fee for non-payment: \$20.00.

****RATES SUBJECT TO CHANGE WITHOUT NOTICE**

BILLING EXPLANATION

5. The sewer charge has two parts:
 - a. **Base Rate:** The monthly base rate of \$11.40 allows the City to meet financial commitments such as the loan payment and fixed operation costs. This charge continues whether you are occupying your residence in Wildwood or away on vacation.
 - b. **Variable Rate:** This is based on 90% of your water usage. (This is the part of the charge that can be suspended if you go on vacation by notifying us to discontinue services.) This amount is assumed to go through the sewer system (from toilets, sinks, baths & showers, cooking, etc.) to the sewer plant for treatment. 90% of the water usage is an accepted standard used nationally to estimate how much water is consumed inside of a residence. The other 10% of water is assumed to be used for irrigation, car washing, outside maintenance, etc.
 - c. **The variable rate cost** is \$3.04 per 1,000 gallons or any part thereof, which we must treat.

***EXAMPLE:** If you used 3,000 gallons of water, your utility bill would be computed in the following manner:

Water Charges:

Water Charge: \$1.12 per 1,000 gallons used (3 x \$1.12)	\$ 3.36
Water Base Rate:	\$ 6.42
5% Utility Tax on Water Charges (\$9.78 x .5%)	\$.49

Sewer Charges:

Base rate:	\$ 11.40
Variable rate: (3 x 90% x \$3.04)	\$ 8.21

Garbage Charge (Residential includes yard debris): \$ 17.00

Residential curbside recycling voluntary

TOTAL BILL: \$ 46.88

**The above base rates are based on a standard 5/8 x 3/4 meter*

VACATION SERVICES

6. To reduce the cost of services while away:
 - a. Notify office of date you wish to disconnect and date to reconnect.
 - b. Reconnect Fee (Upon your return): \$15.00
 - c. Garbage/yard debris fees are discontinued.
 - d. You will still be responsible for the following charges while away:

Base Rate for Water:	\$ 6.42
Base Rate for Sewer:	\$ 11.40
5% Utility Tax on Water Charges each billing period	\$.32
Monthly Vacation Bill:	\$ 18.12

REFUSE RATES – RESIDENTIAL & COMMERCIAL

7. **Refuse Collection Rates:**
 - a. **Residential** for one 96-gal. container (includes yard debris): \$17.00
 - b. **Commercial** (per unit) for one 96-gallon container: \$21.24
 - c. Each **additional** 96-gallon container: \$10.61 per month
 - d. **Dumpster Rates:**

2 yd.	2 pickups per week	\$ 63.96
2 yd.	3 pickups per week	\$ 95.93
2 yd.	4 pickups per week	\$127.91
2 yd.	5 pickups per week	\$159.89
4 yd.	2 pickups per week	\$125.48
4 yd.	3 pickups per week	\$188.23
4 yd.	4 pickups per week	\$250.97
4 yd.	5 pickups per week	\$313.71
6 yd.	2 pickups per week	\$185.11
6 yd.	3 pickups per week	\$277.66
6 yd.	4 pickups per week	\$370.21
6 yd.	5 pickups per week	\$462.76
8 yd.	2 pickups per week	\$237.10
8 yd.	3 pickups per week	\$355.65
8 yd.	4 pickups per week	\$474.20
8 yd.	5 pickups per week	\$592.75
 - e. Trash pickup call office for details

WATER / SEWER CONNECTION FEES

(Rates below are effective 10/1/2013 by Resolution #R2013-15 and subject to change.)

8. Fees to connect to city water and sewer system:
 - a. Standard Water Connection Fee: \$1,103.62
 - b. Standard Sewer Connection Fee: \$2,342.32

OPTIONAL UTILITY PAYMENT METHODS

9. We offer the following payment options for your utility account for your convenience:
 - a. **EZ Pay** (automatic monthly debit to your checking or savings account). Applications are available at City Hall
 - b. **Credit Cards** (Visa, Mastercard & Discover now accepted)
 - c. **Debit Card**
 - d. **After Hour Drop Box** – silver box located on Oxford Street on the north side of City Hall.