

**CITY OF WRAY**  
**Service Policy**  
Effective July 12, 2016

- Service Provided:** Electric, Water, Sewer and Trash (Sales tax applicable to electricity)
- Utility Deposit:** A deposit of \$100.00 is required of all customers, together with a \$20.00 activation fee, before services can be provided at any location. If the city has a bad debt on file from a customer, an additional deposit of \$50.00 will be collected. Deposits are refundable up to a maximum of \$300 for residential and \$500.00 for commercial after a customer no longer has a utility account and the bill is paid in full.
- Activation Fee:** A \$20.00 activation fee is required when a current customer moves and requests service at a new location. This will appear on their first bill at the new location.
- Billing Information:** Statements are for services provided on or about the 15<sup>th</sup> of the month to on or about the 15<sup>th</sup> of the following month. Bills are mailed on or about the 25<sup>th</sup> of the month and are payable the first day of the following month. All statements shall be paid by the 15<sup>th</sup> of each month.
- Late Payments:** On or after the 16<sup>th</sup> day of the month, if statement is not paid in full, a 2% penalty shall be added. Reminder notices will be mailed at that time. Any statement remaining unpaid by the last working date before the shutoff date specified in the reminder notice shall cause the meters to be disconnected forthwith. To again obtain services, all late bills and penalties shall be paid in full together with an additional reconnect fee of \$70 during regular working hours. For after hours connect, \$60 will be added to the past due balance and reconnect fee. \$50 of the reconnect fee will be added to the customer's deposit until the deposit has reached the maximum of \$300 for residential or \$500 for commercial customers.
- Payment Options:** Customers may pay their bill by cash or check at City Hall or by dropping payments in either of the two drop boxes provided at 245 West 4<sup>th</sup>. Customers may request that their monthly statement be automatically withdrawn from their bank at no charge. For a variable convenience fee of 2.75% of the total credit card payment or a \$1.00 charge for e-check payments may also be made through Payment Services Network. (Online at [www.cityofwray.org](http://www.cityofwray.org) or call toll free 877-885-7968).
- Final Bill/Collection:** To discontinue service, the customer is responsible to notify city office personnel to discontinue services, the date of disconnect, and the customer's new forwarding address. When the customer no longer has utility service and the final bill is paid in full, the city will refund by check the utility deposit on the normal payable cycle. If the account remains

unpaid for 60 days or more the account will be turned over to a collection agency. Interest will accrue at 8% per annum if turned to a collection agency. Court costs including the court filing fee, service fee and e-file fee for summons & complaints, garnishments and transcripts in addition to reasonable attorney fees will be the responsibility of the adult person(s) named on the account if account is placed with a collection agency. A reasonable collection cost of thirty-three and one third percent (33.33%), which is the cost associated with the collection of accounts, will also be added to the principal balance of the account if turned to collections.

Obtaining Service by Fraud or Subterfuge, which includes but is not restricted to, an application for service at a location in the name of another party by a Customer whose account is past due and who continues to reside at the premises. If non-payment of any sum due, if payment arrangements have not otherwise been made, then balance will be transferred to current Customer and will be displayed on the regular monthly bill.

Policy Agreement: By signing the Application for Service the customer does hereby agree to the policies as listed above.

This policy was read and approved this 14<sup>th</sup> day of January, 2014 for adoption on January 14, 2014.

By: \_\_\_\_\_  
Joseph R Foltmer, Mayor

ATTEST:

\_\_\_\_\_,  
Ida L. Peery, CMC

**CITY OF WRAY**  
**MONTHLY UTILITY RATES**

All rates for services set by City Council.

**RESIDENTIAL ELECTRIC RATES**

**Effective February 21, 2016**

Base Meter Charge \$8.00 per month

All kwh billed at .1097 per kwh

**COMMERCIAL ELECTRIC RATES**

**Effective February 21, 2016**

Base Meter Charge \$8.00 per month

All kwh billed at .1097per kwh

**WATER RATES**

**Effective January 21, 2014**

	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Base Water Rate	\$6.00 up to 1” Service Tap	\$6.00 up to 1”Service Tap
Base Water Rate	\$10.00 over 1” Service Tap	\$10.00 over 1” Service Tap
0 to 3,000 gallons	\$2.00/1,000 gal, /\$6.00 min	\$4.00/1,000 gal, / \$12.00 min
3,001 to 5,000 gallons	\$ .52/1,000 gallons	\$ .63/1,000 gallons
5,001 to 10,000 gallons	\$ .63/1,000 gallons	\$ .79/1,000 gallons
10,001 to 20,000 gallons	\$1.10/1,000 gallons	\$1.38/1,000 gallons
20,001 to 40,000 gallons	\$1.71/1,000 gallons	\$2.54/1,000 gallons
40,001 to 100,000 gallons	\$1.82/1,000 gallons	\$2.65/1,000 gallons
Over 100,000 gallons	\$1.93/1,000 gallons	\$2.76/1,000 gallons

**TRASH COLLECTION RATES**

**Effective January 15, 2014**

Residential \$20.35 per month

Commercial \$24.20 per month and up depending on volume and frequency.

Residential and Commercial outside City Limits have additional rates.

Additional pickup for trash upon request will be charged additional fees .

Recycling Surcharge of \$1.00 per month will be added to all active trash accounts.

**SEWER RATES**

**Effective January 21, 2016**

Residential Rates \$26.25 per month

Commercial rates based on water usage (minimum \$28.60 and up per month)

## **CITY OF WRAY SANITATION COLLECTION RULES**

- Required Container:** Standard garbage cans, having a tapered body, a tight fitting lid and handles on the sides and lid. A 90 gallon polycart or a 2 yard dumpster is also acceptable. No other containers, such as barrels, tubs, baskets, boxes, etc. are acceptable except on hot ashes (see below). The city has 90-gallon polycarts and two-yard dumpsters for sale. If you are interested in purchasing one, contact the city office. Once the container is paid for it becomes the sole property of the purchaser.
- Grass Clippings:** The grass clippings may be hauled to the city grass clipping disposal areas, which are west of the City shop at 150 Ash Street. No containers should be left at the grass disposal area.
- Limbs & Branches:** Tree limbs and branches greater than 6 feet in length will not be collected. Tree limbs and branches which do not exceed the above measurements will be collected if they are bundled, securely tied with twine, not kite string, and do not weigh over 75 pounds per bundle.
- Soil & Rocks:** Soil and rocks should not be placed with the trash. Soils should be shaken or removed from weeds, shrubs, or flowers before placed in container for pickup.
- Ashes:** No ashes, HOT or COLD will be picked up.
- Miscellaneous:** Large amounts of paint will also be accepted if set aside and not placed in regular trash containers. An extra fee will be charged to your utility bill. Absolutely **NO AMMUNITION OR CONSTRUCTION MATERIAL**.

## Additional Charges for Items

Effective January 15, 2014

Large household appliances and furniture (including refrigerators, ovens, bedroom mattresses and or springs) or room size carpet or padding that requires special handling or an extra pickup by the Wray Sanitation Department will be charged a **\$50.00 pickup fee**.

The billing will be included as a part of the customer's regular monthly utility billing.

**Recycle Bins:** Recycle Bins are located across from the City Shop at 150 Ash Street. Magazines, newspaper and cardboard are the only acceptable material at this time. Containers have been placed around the city by the WRAC for aluminum cans.

**Construction Materials:** No construction material will be picked up by the trash truck. You must haul that yourself or hire Rance Reynolds 970-597-1811.

**Recommendations:** It is recommended to keep cans clean and dry, thereby promoting sanitation and extending the life of the container. Moist garbage may be wrapped in newspaper or other absorbent material or placed in a plastic bag. This procedure will also lessen the chance of material freezing to the can in cold weather with resultant need for the collectors to beat on the container to empty it.

### Residential

**Collection Schedule:** Monday – Lincoln Street and west.  
Tuesday – Dexter Street between 3<sup>rd</sup> and 7<sup>th</sup> west to city limits and Hale Street between 7<sup>th</sup> and 11<sup>th</sup> west to Lincoln Street.  
Wednesday – Hale Street between 7<sup>th</sup> and 11<sup>th</sup> east to Blake Street and Dexter between 3<sup>rd</sup> and 7<sup>th</sup> east to Main Street.  
Thursday – Main Street between 3<sup>rd</sup> and 7<sup>th</sup> east to Grove, Main Street between N.R.R. and 3<sup>rd</sup> east to Ivy Street and all north of railroad tracks.  
Friday – Southridge, Canyon Court, and Meadowlark Lane.

**Commercial:** As requested by each business.

If a holiday falls on a weekday, the trash will be collected on the following workday.