



## City of Ottawa Electric, Water and Sewer Information

City Hall: 101 S. Hickory, PO Box 60, Ottawa, KS 66067-0060

**Telephone: 785-229-3600**

Fax: 785-229-3610

Hours: 8 a.m. – 5 p.m.

Monday – Friday

[www.ottawaks.gov](http://www.ottawaks.gov)

The City of Ottawa provides water, sewer and electric service to its residents. This bulletin is intended to provide general information to utility customers including how to establish service, who to call if there is a problem with a utility service, and a summary of the City's levelized payment program. If you have any questions, please call or stop by your City Hall.

### SERVICE INFORMATION

SERVICE CHARGES ARE NON-REFUNDABLE AND ARE ADDED TO YOUR FIRST BILL

\$30.00 WATER

\$30.00 ELECTRIC

These fees are charged any time a customer signs for service at a new or different address and are nonrefundable.

**\* Customer is subject to cutoff (for non payment) 5 days after the due date.**

*\* Your bill is due the same time each month. It is your responsibility to contact City Hall (785-229-3600) if you do not receive your bill by mail.*

### ESTABLISHING UTILITY SERVICE

The City of Ottawa does not require a deposit although there are non-refundable service charges for establishing or re-connecting utility service.

Utility services may be established by visiting City Hall at 101 S. Hickory. Picture identification (such as a driver's license) and social security number is necessary to establish service. If you are renting or leasing, an agreement from the landlord is required. The agreement must list anyone over the age of 18 that will be living at the property.

If there is a problem with your utility services the following numbers may be called:

Electrical Outages

229-3710 (7am-4pm)

229-3750 (after 4pm)

City Water Problems

229-3690 (7am-5pm)

229-3750 (after 5pm)

City Sewer Problems

229-3710 (7am-5pm)

229-3750 (after 5pm)

### LEVELIZED PAYMENT PLAN

The City of Ottawa has implemented a levelized payment plan in order to provide City utility customers the option of levelizing their utility bills throughout the year. This may help utility customers during the heavy use months of summer.

To qualify for the plan, a customer must have a one year history of no delinquency in payment in the same residence and no attempted circumvention of the electrical meter, and/or proof of good credit. The

levelized payment plan is available only to individually metered residential customers. Where more than one residence is metered by a master meter, this plan shall not apply.

The levelized payment plan is for one year and will be renewed automatically unless the customer advises the City, in writing, of their wish to discontinue before October 31. The plan year shall be from November 1 through October 31.

The amount of the levelized payment bill will be determined by an average of the eleven previous months and the current bill at the address where the levelized payment is to be enacted. The customer's monthly bill will vary due to the continuous averaging of the levelized payment plan. At the end of each year in the levelized payment plan, an audit of each customer's account will be performed. An adjustment to the levelized payment amount may be made, if needed, at that time.

Any residential customer may request this levelized payment plan by completing the proper forms available at City Hall from September 15 through October 15 of each year. The forms must be completed and returned by the close of business on October 15.


Should a customer wish to discontinue the plan during the plan year, he or she may present a current bill at City Hall and request in writing to be deleted from the plan. An administrative fee of \$10.00 may be charged if a full year has not been completed in the plan. This \$10.00 fee will be waived when the customer is discontinuing utility service within the City. The customer's bill for the following month will reflect the proper charges to balance any over or under-payment created by the levelized payment plan.

The City may automatically discontinue the plan to any customer for non-payment or late payment of a utility bill or for any reason deemed necessary. Upon discontinuation by the City, the City shall make any necessary adjustment to the following month's bill.

We will be happy to answer any further questions you may have. Please call the Finance Department or Utilities Department at **785-229-3600** for more information.

### **SERVICE CHARGES**

The City of Ottawa does not have a deposit for utility services. However, the City does have non-refundable service charges that are added to your first bill. The current service charges are \$30.00 for water service and \$30.00 for electric service.



**IMPORTANT:** The City of Ottawa has a median sewer charge which is currently \*\$28.60 per month for all newly established residential sewer accounts. Once service has been established, the sewer charge is based on your water bill usage in December, January, February, and March with the exception of Zone 10 (currently north of the river) which is based on November, December, January and February billings. An average is taken of these four months which is multiplied by the current volume charge plus a base charge. This fee is examined and re-calculated in April of each year. Any time a customer relocates, the sewer rate reverts back to the median charge.

\*Note: Effective January 1, 2010 the median sewer charge increases to \$29.60

### **METHODS OF PAYMENT**

- ❖ **ACH** – Automatic draft from checking or savings through your bank
- ❖ **Credit or debit card payments** can be made using the following options:
  - **On-line** at the City website [www.ottawaks.gov](http://www.ottawaks.gov)  
(Checking, Savings, MasterCard, Visa or Discover are accepted)
  - **Credit or debit card** by telephone
  - **Credit or debit card** swipe at City Hall, 101 S. Hickory
- ❖ **Mail** – P.O. Box 60, Ottawa, Kansas 66067---Please allow 7-10 days for mailing
- ❖ **Drop box** – west side of City Hall, 101 S. Hickory, parking lot
- ❖ **Walk-in at Utility Desk**, City Hall, 101 S. Hickory, 8am-5pm (M-F)

*If you do not have access to a computer and want to make a payment on-line please remember your local Library has computers available to the community.*

### **LATE FEES**

Each customer shall make payment of the amount shown on the statement on or before due date. If the amount due is not paid within said time, the account shall become delinquent and have a late fee consisting of the greater of \$10.00 or 10% of the billed amount.

### **RECONNECT CHARGES**

Service may be disconnected for non-payment five days after the due date. There is a \$30.00 reconnect charge for each utility disconnected if service is reconnected Monday through Friday, 8 a.m. to 5 p.m. On weekends or after hours, there is a \$40.00 reconnect charge for each utility disconnected. Service can be reconnected by calling **785-229-3600** during regular hours or **785-229-3750** after hours.

### **ESTABLISHING OTHER SERVICES**

The following services are not offered by the City but are listed for your convenience:

<b>Gas Service</b>	<b>1-800-794-4780</b>	<b>Ottawa Cable TV</b>	<b>242-7776</b>
<b>AT&amp;T</b>	<b>1-800-464-7928</b>	<b>Unified School District #290</b>	<b>229-8010</b>

### **DOG LICENSING**

The City of Ottawa requires that all dogs within the City limits be licensed. City ordinance limits the amount of dogs per household to four (4). Licenses must be renewed on an annual basis and may be purchased at City Hall with proof of current rabies vaccinations.

### **TRASH REMOVAL**

The City of Ottawa does not provide trash removal service. Trash removal contractors can be found in the phone book. Burning of refuse is allowed under certain conditions which may be verified by calling the Ottawa Fire Department at **785-229-3700**.

### **GARAGE SALES**

Permits are required and are available at the City Hall utility desk. There is not a charge for this permit.

### **NUISANCES**

The City has the right to ensure nuisances determined to be dangerous to the health of any person or neighborhood are removed and can remove if necessary.

Examples of nuisances which may be removed at the owner's expense are: garbage, junk, metals, lumber, polluted water, dense smoke, improperly stored appliances, unnecessary noises, noxious weeds, or any condition which harbors rats, mice, snakes, or other vermin.

Owners will be notified of any violation and asked to address the situation. Tickets may be issued for failure to remove or the city may remove and bill the owner. This ordinance provides for the health and safety of residents as well as making the City of Ottawa a more attractive place to live.

### **WEEDS/EXCESSIVE VEGETATION**

Weeds and excessive vegetation may be removed if the owner does not maintain the property from the middle of the street to the middle of the alley. Weeds can be removed if they have a blighting influence (over 12 inches); provide harborage for rats, mice, insects, animals or reptiles; or if they are a fire menace to nearby property.

The City will notify the owner to remove weeds and then cut the weeds at the owner's cost for the remainder of the year without further notice. This ordinance reduces insects and animals, and beautifies the City as a whole.

### **INOPERABLE VEHICLES**

City ordinances prohibit storage of any automobile, truck, van, trailer, tractor, farm machinery, motorcycle, or any other vehicle which originally contained an engine or any vehicle designed to be towed which is junked, wrecked, wholly or partially dismantled, discarded, or abandoned.

The following conditions are evidence that a vehicle is inoperable:

- (1) Absence of an effective license plate
- (2) Placement of vehicle or parts thereof upon jacks, blocks, chains, or other supports
- (3) Absence of one or more parts necessary for lawful operation upon streets and highways

The owner may enclose it in a garage to keep it from being a nuisance. An inoperable vehicle may be removed after notice is given or a ticket issued for failure to address the situation.

### **OTHER ITEMS**

The City of Ottawa has certain regulations addressing when building permits are necessary, what types of home occupations are permitted, what regulations apply to pools, fences, etc. Please call City for more information.

**WE APPRECIATE YOUR BUSINESS!**