

**WELCOME
TO**



IVINS CITY



55 N Main Street
Ivins, UT 84738
435-628-0606
www.ivins.com

NEW RESIDENT – QUESTIONS and ANSWERS

What are Ivins City business hours?

Monday through Friday, 8:00 AM to 5:00 PM. The administrative office remains open during the lunch hour, however, all other departments are closed from 12:00 PM to 1:00 PM. Offices are closed for all major holidays.

Does Ivins City have a website?

www.ivins.com You can find helpful information regarding business licenses and applications, employment opportunities, recreational activities, community calendar, City Council agendas and minutes, and much more.

How do I contact the Mayor and City Council members?

Contact information can be found on our website's Government tab.

How can I receive my utility bill via email?

You will automatically receive an e-bill when you provide your email address while applying for service.

Does Ivins City have a newsletter and how do I get a copy?

Newsletters are included as a PDF attachment with your e-bill. Our newsletter can also be viewed on our website www.ivins.com by clicking "Current Newsletter" at the bottom of the home page; you can also subscribe to receive a monthly newsletter via email by simply clicking the tab "Subscribe to our Newsletter" at the bottom of our website's home page. If you prefer a paper copy, you can request to be added to the mailing list by calling our office at 628-0606.

How do I order garbage cans?

Call Washington County Solid Waste (WCSW) at 435-673-2813 for a garbage can (up to 2 gray/sage cans) and a BluCan (1 royal blue). Garbage and recycling fees are included in your Ivins City utility bill. If the garbage can(s) becomes damaged or lost, contact the number above for replacement, or visit their website, wcsw.org.

What day is garbage and recycling collected?

Monday including all holidays – ML King Day, Memorial Day, Labor Day, etc. Garbage can(s) may be placed at the curb Sunday evening (garbage trucks can come as early as 6:00 AM Monday). Please place can(s) 2 feet apart. If your garbage is not picked up by late afternoon, call Republic Services at 435-628-2821.

Recycling is collected every other Monday. The schedule is posted on our website's home page and calendar under the Administration tab; www.ivins.com Visit www.blucan.org for information on what is recyclable. If your recycling is not picked up by late afternoon, call Dixie Waste at 435-673-5610. Visit www.wcsw.org to sign up for reminder alerts.

Does Ivins City have a place to drop off recycling materials?

Binnies are provided by Washington County Solid Waste located: (1) behind City Hall; (2) at 200 East between 400 and 500 South (north of Lightfoot's) -- this location also takes corrugated cardboard.

Are dumpsters located anywhere in the City?

Dumpsters are available once a month at the top of 100 West. Dates are posted in the newsletter and on our website's calendar under the Administration tab. The gates open at 8:00 AM and are closed by 3:00 PM, or once the dumpsters are full, whichever occurs first. Remember no construction materials or large items.

Where is the Washington County Landfill?

330 N Landfill Road, Washington City. Visit their website at www.wcsw.org or call them at 435-674-7623 with questions you may have including disposal of hazardous waste.

What about postal services?

Mail posted to Ivins City is routed through the Santa Clara Post Office, 1400 Chapel St. Santa Clara. 435-628-2112. This is where to begin or temporarily stop mail service; they also have keys to the community style mail boxes.

Ivins City has a satellite post office at 555 S 200 E, 435-628-1381, for all other postal needs. Hours are: 9:00 AM to 4:00 PM, Monday – Friday, last mail pickup for the day is 2:30 PM. Saturday hours are 9:00 AM – noon. Closed holidays.

Does Ivins have a police department or a fire department?

Yes, we have a full-time public safety department. Our law enforcement officers are cross trained as EMTs and firefighters. We are licensed for Intermediate Ambulance Transport and our fire station is staffed with EMTs 24/7. We also have a very active volunteer fire department. ***In an emergency please call 911. If you have a non-emergency, call Washington County Dispatch at 435-634-5730 to report an incident or talk to a police or animal control officer.***

Where do I register my vehicle? – Next door to the DL Div.

Washington County DMV, 100 South 5300 West, Hurricane. 435-251-9520.

Where do I get a new driver's license? – Next door to the DMV

Washington County DL Div., 100 South 5300 West, Hurricane.

Where do I register to vote?

Washington County Clerk-Auditor's office, 197 E. Tabernacle, St. George. 435-634-5712. Also, if you get a new driver's license, you can register to vote when applying for your license.

Who do I call when a streetlight is out?

During City business hours call Public Works at 435-634-0689, after hours call Rocky Mountain Power at (888) 221-7070. If possible, have the pole number (often found on the front of the pole) ready when you call.

Who do I call if I want a burn permit?

There are certain times of the year that burning is allowed, usually in the spring and fall. A direct line for burn permit information is 435-627-4949. You may also call Washington County Dispatch at 435-634-5730.

Where are the local parks in Ivins?

The Ivins City Park is located at Main Street and 100 North. UNITY Park is located at 200 West 400 South. For more area park locations, go to www.ivins.com, select 'Parks and Recreation' in the tool bar, then select 'City Parks' from the left hand menu.

UTILITY ACCOUNT INFORMATION

BILLING CYCLE – UTILITY SERVICE

Your utility service is billed on the first business day of each month for the prior month's services. Payments are due by the 20th. A 5% late penalty is assessed on the outstanding balance after the 20th.

WATER DEPOSIT

Please keep in mind the deposit is credited to the owner's account after 12 *consecutive months* of timely payments.

PAYMENT OPTIONS

Direct Pay - Best Option - No Charge for This Service (Forms available at City Hall or www.ivins.com, click Utilities)

Direct Pay automatically deducts the amount of your outstanding balance from your bank checking account just prior to the 20th of the month. This is an in-house system and is controlled entirely by Ivins City personnel.

Online Bill Pay - Third Party Vendor - No Charge for This Service

Go to www.xpressbillpay.com to set up an account and make payments online. Allow 2 days for processing.

Your Bank's Bill Pay

Set up through your bank's online bill pay service using your personal computer. In order to avoid late penalties **we recommend sending your payments no later than the 10th of the month. Payments are not electronically transferred; instead a *check* is created by your bank's out-of-state third party vendor and *mailed* to Ivins City.**

US Mail

Payments can be mailed to Ivins City, 55 N Main St, Ivins, UT 84738. Allow 5 days for processing.

Drive-up Window

There is a drive-up window on the north side of Ivins City Hall which is open during normal business hours.

Lock Box

Drop off a payment in Ivins City Hall's lock box just 30 feet west of the drive-up window – North side of bldg.

In Person

Drop off a payment at Ivins City Hall during normal business hours.

RESIDENTIAL UTILITY RATES – EFFECTIVE FEBRUARY 01, 2018

- \$23.90 **Water** Infrastructure – Water Delivery System, i.e., pumps and pipes in the ground
- \$24.23 **Sewer** Infrastructure – Transportation System, i.e., pumps and pipes in the ground
- \$11.44 **Storm Drain** Infrastructure – Storm Water Diversion System, i.e., pipes, culverts and aqueducts
- \$15.79 **Garbage/Recycling** Collection System – Garbage Can(s) & BluCan Recycling, trucks and drivers
- \$ 1.75 **Washington County Water Surcharge** Funding for Future Water Development

\$77.11 FLAT RATE + _____ = \$ _____ **Total Ivins Utility Bill**
Value of Water Used

FOUR TIERED INCREASING RATE STRUCTURE

1 st Tier 0 to 7,000 Gallons	2 nd Tier 7,001 to 15,000 Gallons	3 rd Tier 15,001 to 30,000 Gallons	4 th Tier 30,000 + Gallons
\$1.21/1000 Gallons	\$1.61/1000 Gallons	\$2.17/1000 Gallons	\$3.01/1000 Gallons

CALCULATED PER/1000 GALLONS USED

Gallons	\$ Amt	Gallons	\$ Amt	Gallons	\$ Amt	Gallons	\$ Amt	Gallons	\$ Amt
1	\$1.21	16	\$23.52	31	56.91	46	102.06	61	147.21
2	\$2.42	17	\$25.69	32	59.92	47	105.07	62	150.22
3	\$3.63	18	\$27.86	33	62.93	48	108.08	63	153.23
4	\$4.84	19	\$30.03	34	65.94	49	111.09	64	156.24
5	\$6.05	20	\$32.20	35	68.95	50	114.10	65	159.25
6	\$7.26	21	\$34.37	36	71.96	51	117.11	66	162.26
7	\$8.47	22	\$36.54	37	74.97	52	120.12	67	165.27
8	\$10.08	23	\$38.71	38	77.98	53	123.13	68	168.28
9	\$11.69	24	\$40.88	39	80.99	54	126.14	69	171.29
10	\$13.30	25	\$43.05	40	84.00	55	129.15	70	174.30
11	\$14.91	26	\$45.22	41	87.01	56	132.16	71	177.31
12	\$16.52	27	\$47.39	42	90.02	57	135.17	72	180.32
13	\$18.13	28	\$49.56	43	93.03	58	138.18	73	183.33
14	\$19.74	29	\$51.73	44	96.04	59	141.19	74	186.34
15	\$21.35	30	\$53.90	45	99.05	60	144.20	75	189.35

WATER UTILITY QUESTIONS

My utility bill is much higher than it should be. I couldn't have used that much water. What happened?

#1. You may have a leak. **#2.** Water usage usually increases in April/May as outside watering is increased. This summer time increase usually peaks in August. Pool and/or hot tub owners experience an increase in usage when these items are refilled.

How can I locate a water leak?

#1. Turn off all water in your home. **#2.** Shut off the valve to the sprinkling system. **#3.** Lift the lid on the water meter box (often found on the property line near the street). There is usually a small thin metal lid that covers the glass dial. **#4.** Lift this lid; there are numbers and a colored “gear” (looks like a gear wheel) that can be seen behind the glass face on the water meter. This ‘gear’ should not turn if all the water is off. **#5.** Observe the dial. A spinning ‘gear’ indicates a movement of water through the line – a leak. A leaking faucet or toilet can, over a months’ time, account for a huge increase in water usage.

Underground Sprinkling System

If the *underground* sprinkling system has a leak, thousands of gallons of water can ‘disappear’ into the sandy soil, often without any indication on the surface. To check for a leak: **#1** Advance through the stations on the timer. **#2** Pause after each advance to see if a head has been knocked off or is not aligned properly or any other noticeable sign of water escaping. **#3** Check valve box – it should be dry inside. **#4** Follow each line looking for signs of water escaping to the surface.

I think I have a water leak. What do I do?

If the leak is between the meter and the street, the City is responsible for repairs. Please call the Public Works department at 435-634-0689. If the leak is from the meter to your home, you are responsible to locate the leak and make necessary repairs.

IMPORTANT PHONE NUMBERS

Emergencies

EMERGENCY	911
Washington County Dispatch (non-emergency direct line)	435-634-5730

Ivins City

Building Department	435-634-9753
City Hall	435-628-0606
Parks Department	435-634-7719
Public Safety Department - (Consolidated Santa Clara - Ivins) non-emergency direct line	435-652-1122
Fire Station – (2 lines)	435-674-1083
Public Works	435-634-0689
After Hours Water/Sewer (Washington County Dispatch)	435-634-5730

Utilities

<u>Company</u>	<u>Service Provided</u>	
Dixie Waste - BluCan	Recycling collection	435-673-5610
Republic Services	Garbage collection	435-628-2821
Washington County Solid Waste	Provides BluCan and garbage can(s), repair & replacement 1 BluCan and up to 2 garbage cans – colors are irrelevant	435-673-2813
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Rocky Mountain Power	Electricity	888-221-7070
Dominion Energy	Natural Gas	800-323-5517
Report Gas Leaks, Breaks, Odors		800-541-2824
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CenturyLink (copper wire)	Telephone, Internet, TV	800-244-1111
TDS Telecom (coaxial cable)	TV, Internet, Telephone	877-422-5282

Blue Stakes	Locates buried utility lines <i>before</i> you dig	800-662-4111

Schools

<u>Name</u>	<u>Grades</u>	
Coral Cliffs Elementary School	Kindergarten --> 5	435-652-4712
Red Mountain Elementary School	Kindergarten --> 5	435-656-3802
Vista Charter School	Kindergarten --> 8	435-673-4110
Lava Ridge Intermediate School	6 --> 7	435-652-4742
Snow Canyon Middle School	8 --> 9	435-674-6474
Snow Canyon High School	10 --> 12	435-634-1967
Tuachan High School - Performing Arts	9 --> 12	435-652-3201
Rocky Vista University		435-222-1239
Dixie State University		435-652-7500

Government Offices

Department of Motor Vehicles (DMV) - greater St George area, located in Hurricane, UT	800-368-8824
Drivers' License Division - greater St George area, located in Hurricane, UT	800-222-0038
Post Office - Ivins (satellite - last mail out at 2:30 pm - closes at 4 pm)	435-628-1381
Post Office - Santa Clara (full service - Ivins City mail is routed through here, mail box keys)	435-628-2112
Southern Utah Health Department	435-673-3528
Washington County Burn Permits	435-627-4949
Washington County Justice Court	435-634-5728
Washington County Landfill	435-674-7623
Washington County Voter Registration	435-634-5712

Health

Hospital: IHC - Dixie Regional Medical Center	435-251-1000
InstaCare: IHC - Sunset Clinic	435-634-6000
Southern Utah Veteran's Home	435-634-5220