

UTILITY BILLING

FAQ

The City of Green River provides water, sewer and garbage services to residential and commercial customers in the City of Green River.

1. How do I sign up for utility services?

- Customers may call Utility Billing at (307) 872-6124 or (307) 872-6126 to sign up for services. You can also come to the Finance Department located in City Hall at 50 E 2nd North Street in Green River (located behind the Sweetwater County Museum).

2. Will I have to pay a connection fee to sign up for services?

The City doesn't require a connection fee, unless:

- The water service has been disconnected at the curb stop or meter. If it has, a \$25.00 fee will be charged to reconnect service.
- You are building a new home. Please contact the Community Development Department at (307) 872-6140 for associated connection fees.

3. Will I be required to pay a deposit when I sign up for services?

- Homeowners will not be required to pay a utility deposit.
- If renting a property you may be required to pay a deposit of \$150.00 at the discretion of the landlord. The deposit must be paid prior to transferring the account.
- Individuals qualifying for low income assistance under the Federal Poverty Guidelines may qualify for a reduction in a required deposit.
- Upon termination of an account, the deposit will be applied to the account balance. Any remaining deposit (including earned interest) will be refunded to the customer.

4. How will I be billed for my utility services?

- Utility Billing mails a monthly statement on the first working day of each month. It includes billings for water, sewer and garbage services. Payment for this bill is due by the 20th of the month.

5. How often is my meter read?

- Meters are read monthly. There are times when meters cannot be read due to circumstances which may include: locked or frozen gates, protective pets or non-functioning meters or remotes. If meters cannot be read, a written notice may be given to the resident to remedy the situation within seven (7) days of the notice and we may estimate the usage based upon past history for the location.
- It is the responsibility of the customer to make the meter touch pad located on the outside of the home or business accessible to the Meter Readers.
- During the winter months residents are encouraged to keep their yards and walkways clear of any obstacles that could be hidden under the snow, as these may present a safety hazard to our Meter Readers.

6. How do I pay my bill?

- You can mail your payment in the envelope included with your monthly statement.
- You can bring your payment to the Finance Department located in City Hall (50 E 2nd North St) Monday through Friday from 8 a.m. – 5 p.m. and pay by cash, check, credit or debit card.
- You may phone (307) 872-6124 or (307) 872-6126 and pay by credit or debit card.
- You may sign up for **Auto Pay** and have your monthly utility payment automatically deducted from your bank account. This service ensures prompt payment and saves time and postage. Please contact us for questions regarding this free service.
- For your convenience, Utility Payment drop boxes have been placed on the south side of City Hall and at the Green River Recreation Center at 1775 Hitching Post Drive.

7. May I view and pay my utility bill online?

- We currently cannot offer this option.

8. Is there a Budget Billing plan available for customers?

- The City of Green River offers **Budget Billing** to customers who have resided at the same address for at least one year. The amount due is the same each month and is calculated using the customer's prior twelve month billing history.

9. What happens if a utility bill isn't paid on time?

- A 1.75% service charge will be assessed on all unpaid balances after the 20th of each month.
- If an account becomes two months past due it will be considered delinquent. A delinquent notice will be mailed to the customer and a door hanger will be posted at the premise. Customers will have five (5) days to bring their account current or make payment arrangements before services are disconnected.
- If your account becomes delinquent, you may be assessed fees up to \$60.00 and your services may be disconnected.
- If the customer is a tenant, the landlord will also be notified of the delinquent status.

10. What if I cannot pay my bill on time? Can I make alternative payment arrangements?

- If you are unable to pay your bill on time or have received a delinquent notice, you may contact Utility Billing to sign a **Payment Agreement**. This signed agreement details when payments will be made and the amounts to be paid on those dates. The agreement must be signed prior to the scheduled shut-off date and the customer must adhere to the terms of the agreement. Should a customer fail to meet the terms of the signed agreement, his services will be discontinued and any applicable shut off fees will be added to the account.

11. Are there any payment assistance plans available to customers?

- The City offers the G.R.E.E.N. Utility Assistance program to customers who qualify. Assistance can be granted once per fiscal year. For further information about G.R.E.E.N. and other possible available assistance, please contact SW-WRAP at (307) 875-3338 or 1-877-435-7851.

12. Oops! What happens when you receive an NSF check?

- When we are notified by the bank or financial institution of an NSF check we post a door hanger at the customer's home or business notifying them of the NSF check. The customer is given three (3)

days to come in and redeem the check (including a \$25.00 NSF fee) by cash, cashier's check or credit/debit card. The customer may also phone the payment to us with a credit/debit card. They should bring the NSF notice with them or tell us the payment is for an NSF payment.

13. What happens if the water to my house has been shut off?

- If the services are shut off at a customer's request, a \$25.00 fee will be charged to reconnect services.
- Accounts must be paid in full by cash, cashier's check or credit/debit card before services can be reinstated if services have been shut off for any of the following reasons:
 - ✓ Non-payment of a delinquent account
 - ✓ Failure to redeem an NSF check
 - ✓ Non-compliance of a signed Payment Agreement

14. Is it possible to get a second garbage can at my home?

- Yes. We can arrange to have a second garbage can delivered to you. Your first can is charged at \$19.37 per month and a second can is \$14.83 monthly.

15. Do I have to pay for garbage service or can I take my garbage to the landfill?

- City Ordinances require all premises to have and be billed for garbage services. You may choose to take your garbage to the landfill but you will still be billed for garbage service.

16. What are my options to save money on utility services when I leave town for the winter or an extended period of time?

- You may request to have the water turned off to your home by our personnel for a fee of \$25.00. If your curb stop is out of the City's right-of-way you will need to sign a **Utility Waiver**. There will be an additional \$25.00 fee to reconnect services when you return.
- If we shut off services to your residence we can suspend all billings for services at that address during the period of time it is unoccupied and there isn't any water usage at the premises.
- If you want to leave your water on you will be charged the minimum monthly water, sewer and garbage fees. By ordinance, in order to save more money, you may sign a **Garbage Termination Form** stating the residence is unoccupied and there isn't any solid waste being generated at the home. This will allow us to discontinue billing for garbage service.

17. Do I need to call you when I move out of a property or should the new customer notify you?

- It is the responsibility of the current customer to notify the Utility Billing Department when they move. This allows us to read the meter at the property and prepare a termination billing for the customer. We need a forwarding address and phone number from you so we can send you final billing or a deposit refund.

18. What are my responsibilities as a customer?

- Customers should contact the City regarding problems with payments, billings or customer service.
- Customers are also responsible to notify the Utility Billing Division with changes to:
 - ✓ Name
 - ✓ Billing address or phone number
 - ✓ Connection or disconnection of services
 - ✓ Change in billing status

19. Are there additional utility services offered by the City?

- Recycling
- Flatbed Service
- Landfill Access
- Dumpsters
- Household Hazardous Waste Day
- Spring & Fall Clean Up Weeks
- Extra Christmas trash and tree pickup

For more information regarding these and other services, phone (307) 872-0528.

20. What should I do if I have additional concerns?

- If a customer has concerns regarding their billing they should contact Utility Billing at (307) 872-6124 or (307) 872-6126.
- If a customer has concerns regarding their water or sewer service they should contact the Utility Division at (307) 872-0548.
- If a customer has concerns regarding their garbage pickup they should contact the Solid Waste Division at (307) 872-0531 or (307) 872-0528.

**For after hours utility concerns (evenings and weekends) please contact
the Police Department at (307) 872-0555**