

WELCOME TO ENOCH CITY

www.cityofenoch.org

We would like to welcome you to Enoch City as a new utility customer and furnish you with a few items of interest to better help you settle in your new home and community.

UTILITIES BILL:

You are required to pay a **\$200.00 deposit**, which may be credited to your account 1 year following your connection date if payments are made in full by the 25th of each month.

You will receive a utility billing each month, which is mailed to you the first of each month. The billing breakdown for single-family residents consists of \$29.00 for Water allowing 30,000 gallons of water per month, \$24.00 for Sewer, \$2.00 for Drainage fee, \$8.50 for Garbage pickup (once per week) \$4.00 for County landfill fee and \$1.50 Dispatch Fee, Totaling \$69.00 per month.

Water Overage Costs

30,001 – 50,000 water rate is \$0.40 per 1000 used, 50,001 – 70,000 water rate is \$0.65 per 1000 gallons used, 70,001 – 90,000 water rate is \$0.85 per 1000, 90,001 – 120,000 water rate is \$1.00 per 1000, 120,001 – and up, water rate is \$1.20 per 1000.

Unpaid amounts after the due date will be assessed a 10% late fee/administrative fee.

Service may be disconnected at any time as dictated by ordinance or resolution.

You are required to contact our office when disconnecting services.

GARBAGE SERVICE:

You have been furnished with one garbage container per residence. The can number is assigned to your utility account.

For easy identification of your garbage can, you can apply your home address to the can by using vinyl lettering or stencils; please do not graffiti the can.

Pick Up Day: _____ on the _____ side of the street.

Place the bin with the lid opening toward the street, away from all vehicles, mailboxes, etc. by 7:00 A.M.

Do not place graffiti, hot ashes, chemicals, oils, sharp objects, tree limbs, oversized containers, etc. in/on the bin.

A **\$75.00** fee will be charged to replace the garbage can if lost or damaged due to misuse.

No garbage bags, boxes etc. will be picked up that are **NOT** in the Enoch City garbage can. An additional container may be requested. The cost is \$8.50 each month per can. There is a city dumpster available during regular business hours. If a holiday occurs on your regular pick-up day- Tuesday will be picked up on Monday and Wednesday will be picked up on Friday of the same week.

****Please note that the garbage truck driver may not be able to come back to your area if you do not have the can out on time or if it is obstructed.****

ENOCH CITY CORPORATION

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Online Payment Options:

Enoch City Website: Xpress Bill Pay is the online provider for sending payments through the city website. You will need your account number and the name as it appears on your billing to set up an account. You may also use your banking institution for online payments. Your bank will send your payment to Xpress Bill Pay, and then Xpress will download your payment to Enoch City. The payment process time is 1 to 3 days depending on weekends and holidays.

Customer Service:

Providing quality service is our priority at Enoch City, to ensure that all customers are treated fairly we have established customer service policies.

When will water services be shut off?

Water service will be shut off if you:

- 1) Request it;
- 2) Fail to pay a required security deposit;
- 3) Let the account become past due and reasonable efforts to obtain payment have failed;
- 4) Furnish false information to obtain service;
- 5) Obtain unauthorized service or tamper with the pipes, meters or other company property;
- 6) Fail to provide valid identification when required;
- 7) Are at risk because of an emergency or serious health or safety hazard;
- 8) Fail to provide access to the meter.

Please call the city office prior to shut off day if you require a payment arrangement.

Helpful Phone Numbers:

South Central Communications 888-826-4211

Enoch Elementary School 586-2855

Three Peaks Elementary School 586-8871

Dispatch for Non- Emergency Police or Animal Control 586-9445

Old School Library / Book mobile 586-6715

Rocky Mountain Power 888-221-7070

Dominion Gas 586-3741

Cedar City Post Office 586-6701

Blue Stakes 811

NOTES: Winterize sprinkler connections. A sprinkler connection is located next to your water meter. This connection needs to be turned off in the fall, so it doesn't freeze and break during the winter months. A water shut off key is required to turn the connection off. The key can be purchased at any plumbing supply store. The Public Works Dept. reminds all residents that the area (barrow pit) between your property line and the street asphalt must be left accessible for water flow. In the event of flooding or when the hydrants are flushed it is necessary for the water to flow past your property and remain in the road right-of-way. Change in this barrow pit area requires a permit from the City. If a resident has blocked this drainage flow and your neighbor's property is flooded, you will be liable for the damage.

Installing a fence on your property?

Prior to erecting a fence Enoch City highly recommends you meet with the City's Building Inspector or Zoning Administrator for guidance. The City does not require a building permit to erect a fence, but some City ordinances may dictate or prevent certain types of fences in various zones. Also, it is important to know where public utility easements are located on your property and their possible effect on the placement of your fence. An appointment can be made with the building inspector or zoning administrator by calling 586-1119.

Dogs – All dogs are required to be licensed each year. Please call the City Office for more information, 586-1119.