



# GENERAL INFORMATION GUIDE

## *Welcome to the City of Ammon!*

The City of Ammon provides the following services: water, sewer, garbage and fiber. These services vary by address.

### RESIDENTIAL FEE SCHEDULE

Service	Cost per Month
Non Metered Water – Large Lot	\$70
Non Metered Water – Small Lot	\$50
Metered Water	\$30 base rate plus \$1.00/1,000 gallons
Sewer	\$49.38
Garbage – 96 Gallon Can	\$10
Garbage – 64 Gallon Can	\$8
Fiber	\$16.50

Please note: The City is actively installing meters to all residential locations.

**REQUIRED DEPOSIT:** Deposits shall be refunded after twelve (12) consecutive months of on-time payments or upon closing of account(s). The deposit refund shall be first applied to any balance owed with the remainder to be refunded to the last known address.

**PAYMENT DUE DATE:** Payments are due on the 10<sup>th</sup> of the month. If the 10<sup>th</sup> of the month falls on a weekend, payment is due the following business day. You are billed in arrears. If payment is made after the 10<sup>th</sup>, a \$5.00 or 1 ½% late fee (whichever is greater) will be assessed.

**TO MAKE ONLINE PAYMENTS:** Please visit the City website [www.cityofammon.us](http://www.cityofammon.us) and click on Pay My Bill.

**TO VIEW YOUR WATER USAGE:** Please visit the City website [www.cityofammon.us](http://www.cityofammon.us) and click on WaterSmart.

### DELINQUENT ACCOUNTS

**DELINQUENT ACCOUNTS:** When the bill is not paid by the 10<sup>th</sup> of the month following the month of service and the bill remains unpaid, the account will become delinquent and shall be handled in the following manner:

- A. On or after the delinquent date, a delinquency statement is to be mailed to the resident stating a date the account balance must be paid in full.
- B. Following the delinquency, if there has been no response to the mailed statement, a notice shall be posted at the residence stating the date that the water or other services will be turned off. A posting fee (\$20) will be added to the account for this notification.
- C. Different services are provided at different addresses.
  1. Water/Sewer service - \$150 disconnect/reconnect fee will be charged. Water will be turned back on when the account is paid in full.
  2. Sanitation service - \$50 charge will be added and the garbage can will be removed. Garbage can will be returned when the account is paid in full.
  3. Fiber service - \$45 disconnect/reconnect fee will be charged. Services will be restored when the account is paid in full.
- D. In cases where a water shut off is not available or has been rendered inoperable, the City may install a new shut off in a location determined by the City Engineer. All costs incurred for installation or repair of said shut off shall be at the property owner's expense, and shall be due and payable prior to the reconnection of water service to said property. Notice of shut off shall be posted at the residence stating the date that the shut off/valve will be

installed. Notice shall provide a copy of the approximate location of installation and inform the resident to clear the location of the installation of any obstructions. Obstructions on the property, that would prohibit the installation of a new shut off on the date indicated, shall be removed by the City crew or the City's designee and any expenses incurred for such removal shall be billed as part of the expense of installation against the property.

- E. In the event of payment of a delinquent account, personal checks shall not be accepted, the balance must be paid by cash or one of the following: certified funds, cashier's check, certified check, credit/debit card or money order.
- F. Reconnection by any person for any reason, other than an authorized City of Ammon employee, shall be deemed a misdemeanor and shall be subject to the penalties established within the City Code.

**RETURNED CHECKS:** Payments received for services by a check or electronic check that is subsequently returned unpaid by any financial institution shall be assessed a return check fee as set by resolution of the City Council. Said fee shall be charged to the customer's utility account and charges for utilities that said check was to pay, shall also be billed back to the customer's utility account. Any returned check must be paid within five (5) working days from the time the notice is given by the City of the returned check or the utility account shall be considered delinquent. All fees shall be paid in full prior to reinstatement of services. Partial payments of amounts due shall be applied to check fees prior to being applied to services.

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## **AUTOMATED RESIDENTIAL SERVICE POLICIES AND PROCEDURES**

**GENERAL CONDITIONS:** The following general conditions will apply to all automated garbage collection for residents:

- A. Each single family dwelling of four (4) units or less, within the City of Ammon, is required to have residential garbage container service.
- B. Only material inside of the City approved container will be picked up – no sacks, bundles, boxes, or other material outside of the container will be taken. NO other types of containers will be picked up or emptied.
- C. The driver of the automated refuse collection truck will not exit the vehicle during the collection process to facilitate the pickup of the container.
- D. One residential container is included in each residential monthly sanitation charge and will be provided to each single family dwelling of four (4) units or less within the City.
- E. Additional container(s) may be requested, at City Hall in writing, but will be charged an additional fee per month per container and a delivery fee, if applicable. Request for termination of additional containers must be received in writing at City Hall. Upon such request in writing, additional containers will be retrieved and a fee for retrieval will be charged. To avoid a delivery and/or retrieval charge, the resident may pick up or return a CLEAN can.
- F. Service to delinquent accounts may be terminated at any time. The City shall have the right to remove the container assigned to any residential lot, until payment in full plus fees are made.
- G. The customer shall be responsible for keeping the container clean. It is recommended that all household refuse be bagged and placed inside the container.
- H. No container will be picked up if it is obstructed by other refuse, vehicles, trailers, mailboxes, etc. If a container is obstructed or not placed in the correct position or orientation, it will not be emptied that week and no credit will be given. Four (4) feet of clearance is necessary around the can.
- I. Containers should be placed at curbside, or on the sidewalk, before 8 a.m. on the regular pick up day with the handle facing the residence. The cart should be removed from the curb and returned to a storage area on the same day it is emptied.
- J. The container is assigned to each residence by serial number. It is the homeowner's responsibility to prevent lost or stolen containers. If a container is stolen, a resident must present a police report to have the container replaced without charge. You may want to write your address on a small piece of paper and tape it inside the lid. This can help lost cans find their way home after a windstorm.
- K. It is the homeowner's responsibility to prevent vandalism or destruction of the containers. If a container is damaged or destroyed, the cart will be replaced by the City, at the homeowner's expense.
- L. No painting or defacing of a container by the homeowner is allowed.
- M. Unauthorized use of any container, other than the container assigned to the residence, is prohibited.
- N. For weeks containing a holiday, trash collection will be delayed by one day for the remaining balance of the week following the holiday.
- O. All fees related to this policy shall be set by resolution of the City Council.

The following is NOT accepted for disposal:

- rocks or dirt
- construction material
- hot coals
- hazardous waste, gasoline, oil, antifreeze
- tires, batteries, paint
- large tree limbs
- furniture
- appliances
- other garbage cans, etc.

For disposal of these items, contact:

**Bonneville Transfer Station - 208-528-5550**

2455 Hemmert Ave. Open 7am-7pm, Monday – Saturday

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## FIBER

**Residential fiber optic utility service is requested at the listed property by the applicant who agrees to the following terms:**

- A. Service bandwidth to be 1Gbps as defined by accepted industry standards.
- B. \$16.50 Monthly utility rate set by resolution of the City Council but subject to change as set forth in ordinance.
- C. Utility service (lit fiber transport as provided by the City) includes:
  - 1. Infrastructure and equipment maintenance and replacement as required by normal usage.
  - 2. Utility operation of system infrastructure and equipment (lighting and operation for transport).
  - 3. End user tools for service(s) creation and provisioning, including utility portal for retail service subscriptions.
- D. Utility service DOES NOT include:
  - 1. Retail services, either public or private, other than services deemed necessary by the City for public health and welfare (access to retail services is provided via the utility portal).
  - 2. Maintenance or replacement of infrastructure or equipment located inside property boundaries damaged or impaired by the occupants (including underground facilities).
- E. The City of Ammon is NOT responsible for services made available through the utility portal.
- F. Contracts or agreements for service(s) made available through the utility portal are not the responsibility of the City.
- G. Customer support for services, including troubleshooting and outage repairs are the responsibility of the service provider, resulting in the following:
  - 1. Service problems or outages must be reported directly to the service provider by the resident.
  - 2. Service providers unable to diagnose or resolve service problems shall contact City utility operations for utility infrastructure and equipment support.
- H. Utility personnel respond to residential outages during normal business hours, unless three or more contiguous properties are experiencing an outage, as set forth by ordinance.
- I. This agreement provides that the City of Ammon or their designated agent has authority to perform service and maintenance on the fiber line to service address property as follows:
  - 1. City Broadband service members or their designated agents may enter upon the service address property on the exterior of the residence addressed in this agreement to maintain and service the line as needed and that entry shall not be constituted a trespass.
  - 2. Entry into any residence on the service address property shall be done during regular business hours or as allowed by permission of the property owner (denial of entry could result in discontinuation of service to the service address).

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## MISCELLANEOUS

**PARKING IN RESIDENTIAL ZONES:** The following parking shall be prohibited on all public streets in all residentially-zoned districts within the City unless such parking is necessary to load or unload such motor vehicle in an expeditious manner:

- A. Parking of a trailer of any kind, boat, recreational vehicle, camper, any item of property or abandoned property.
- B. Parking a motor vehicle having a gross vehicle weight greater than eight thousand (8,000) pounds for more than two (2) hours.
- C. Parking any agricultural, farming, or industrial machinery/equipment.
- D. Parking any unlicensed vehicle.
- E. Parking any broken down or inoperable vehicle.

Commercial motor vehicles used for public utility services, City motor vehicles, road construction vehicles or emergency vehicles used in the course of conducting an immediate business necessity are excluded. Any person parking or who allows parking, thereof, shall be guilty of an infraction.

**DOG LICENSING:** All dogs kept within properties in the City of Ammon are required to be licensed. Any person having more than three (3) dogs housed on their property must apply for and be approved for a kennel license. For information on the costs or questions on kennel licenses contact the City Office.

**CITY WEBSITE:** The City maintains a website at [www.cityofammon.us](http://www.cityofammon.us). We encourage you to search the site for information and events in the City, and find us on Facebook.

### CITY PHONE NUMBERS:

City Office – 208-612-4000, open 9am-5pm Monday – Friday, excluding holidays

Building Department – 208-612-4021, closed for lunch from noon – 1pm daily

Enforcement Officer – 208-612-4072

Fiber Support – 208-612-4090

Parks Department – 208-612-4040

Planning and Zoning – 208-612-4013

Public Works – 208-612-4034

Swimming Pool – 208-612-4044

### FOR YOUR INFORMATION:

Bonneville County – 208-529-1350

Bonneville County Fire District (non-emergency) – 208-360-1283

City of Idaho Falls – 208-612-8415

Falls Water – 208-522-1300

Idaho Falls Post Office – 208-525-2511

Satellite Post Office Located inside Hitt the Road at 2523 E. Sunnyside Rd.

Intermountain Gas Company – 1-800-548-3679

Iona Bonneville Sewer District – 208-524-4545

Rocky Mountain Power – 1-888-221-7070

Western Recycling – curb side recycling – 1-888-977-4733

**The information provided in this information packet are a condensed version, which are subject to change by the City Council. If you would like the full information, please see our website at [www.cityofammon.us](http://www.cityofammon.us)**

