

# CITY OF WRAY

## Service Policy

Effective May 1, 2024

### **Service Provided:**

Electric, Water, Sewer, Sanitation and Recycling

(Sales tax applicable to electricity)

- Every active utility account will be assessed a monthly recycling charge.
- Every utility account with water AND electric services will be assessed a monthly charge for sewer, trash and recycling services (even if services are not being utilized).

### **Requirements to Open Utility Account:**

- Completed Application for Utility Service
- Copy of Identification (Driver's License, ID, etc.)
- Proof of property ownership or Landlord Consent Form
- Commercial Accounts
  - Proof of business
  - List of authorized people
- \$250 Residential Deposit / \$400 Commercial Deposit
- \$25 Activation Fee
- Deposit and Activation Fee must be paid on all accounts before services will be activated.
- Customers with deposits on file for an active account will be required to pay a deposit and activation fee when opening a new account.
- NOTE: Any customer having an outstanding balance on a final billed account will be required to pay the balance before new services will be connected. Any customer having an outstanding balance on a final billed account more than 60 days past due will be required to pay the balance and an additional \$50 deposit before new services will be connected.

### **Requirements for Landlord Utility Accounts:**

- Completed Application for Utility Service
- Copy of Identification (Driver's License, ID, etc.)
- Landlord Agreement
- Proof of property ownership
- Commercial Accounts
  - Proof of business
  - List of authorized people
- \$250 Residential Deposit / \$400 Commercial Deposit

- \$25 Activation Fee
- Deposit and Activation Fee must be paid on all accounts before services will be activated.
- Customers that own a rental property have the option to keep services active or have services disconnected in the event the tenant moves out or services are subject to disconnect due to non-payment. If a landlord chooses to keep services active, all services will be transferred to landlord account and a \$25 Transfer Fee will be added to account.
- In the event a landlord account is final billed, any balance remaining unpaid after 60 days will be transferred to the landlord's personal utility account.
- NOTE: Any customer having an outstanding balance on a final billed account will be required to pay the balance before new services will be connected. Any customer having an outstanding balance on a final billed account more than 60 days past due will be required to pay the balance and an additional \$50 deposit before new services will be connected.

#### **Billing Information:**

- Statement cycle - from the 21<sup>st</sup> of the month to the 20<sup>th</sup> of the following month
- Reads for metered services are completed on or about the 15<sup>th</sup> of each month
- Statements are mailed no later than the 25<sup>th</sup> of the month in which the billing period ends
- Payments are due by the 15<sup>th</sup> of the month following end of the billing period

#### **Meter Read Failure:**

- In the event of a meter read failure, we will calculate average usage using the prior three months history and manually add usage to your bill.

#### **Payment Options:**

- In person: Cash, check or credit card are accepted at City Hall during regular business hours
- Phone Call: Credit card payments can be made by calling City Hall at 970-332-4431 or by calling Xpress Bill Pay directly at 888-312-1880
- Drop boxes: Are available at City Hall for after-hours payments (walk up – east of the front door and drive up – in the alley)
- Automatic withdrawal from bank account: Stop at City Hall to complete automatic withdrawal form (no charge)
- Online through Xpress Bill Pay. Please go to the City of Wray website ([cityofwray.org](http://cityofwray.org)); select "Online Bill Pay". This will direct you to Xpress Bill Pay to make your payment.

**Payment Arrangements:**

- Will be offered ONE TIME ONLY for each account.
- Must be made prior to the 5<sup>th</sup> of the month.

**Returned Payments:**

- Any payment returned from financial institution will be reversed off the utility account and a \$25 charge will be added to the utility balance.
- Two automatic payments returned from financial institution will result in cancellation of automatic payment.

**Late Payments:**

- A 5% penalty will be added to any balance not paid prior to 8:00 a.m. on the 16<sup>th</sup> of the month
- Reminder Notices will be mailed indicating total amount due to avoid disconnect

**Disconnect:**

- Any accounts with balances remaining unpaid after the 5<sup>th</sup> of the month will be subject to disconnect.
- A courtesy call is made at least 2 business days prior to disconnect date. (Please make sure we have a correct phone number on file.)
- A \$25 Disconnect Fee will be applied to all accounts on the disconnect list.
- If services are disconnected, an additional \$50 disconnect fee will be charged. NOTE – The \$50 disconnect fee will be added to the customer's deposit until deposit amount reaches the maximum of \$400 for residential customers or \$500 for commercial customers.
- A \$60 Additional Fee will be applied to account for request to connect services after 4:00 PM or on weekends.
- No customer will be allowed to connect utilities in another's name to avoid payment of a prior balance due for utility services at the same address.
- Addresses with an established landlord account will have services automatically transferred to landlord on disconnect day. A \$25 Activation Fee will be charged to the landlord account.

**Final Bill:**

- Customer is responsible for completing paperwork to close utility account and disconnect services. Customer will need to provide date of disconnect, forwarding address and current phone number.

- A Final Bill will be processed after services are disconnected
- If you are moving out of town, your deposit will be applied to your final bill and an invoice will be sent for the remaining balance due. If the deposit is more than the final bill, a refund check will be mailed.
- Moving from one address to another address in the City of Wray
  - Same Day Transfers – The final bill balance and deposit will be transferred to the new account and will become part of the total due to avoid disconnect. An additional deposit will be required if the deposit on file is not equal to the current required deposit amount.
  - Different Day Transfers – A deposit and activation fee will be due on the new account prior to activation of services. Once the request to cancel services for the old address is received, the deposit on file for the old account will be applied to the final bill and the remaining amount will be transferred to the new account and will become part of the total due to avoid disconnect.

**Collection:**

Any account remaining unpaid for 60 days or more will be assessed a \$50 collection fee, turned over to a collection agency and will be sent to credit reporting agencies.

**CITY OF WRAY**  
**MONTHLY UTILITY RATES**  
All rates for services set by City Council.

**RESIDENTIAL ELECTRIC RATES**  
Effective January 21, 2019

<b>Monthly Customer Charge</b>	<b>\$8.00</b>
<b>All KWh (per KWh)</b>	<b>\$0.1152</b>

**COMMERCIAL ELECTRIC RATES**  
Effective January 21, 2019

<b>Monthly Customer Charge</b>	<b>\$8.00</b>
<b>All KWh (per KWh)</b>	<b>\$0.1152</b>

**WATER RATES**  
Effective December 21, 2022

	<b>Inside City Limits</b>	<b>Outside City Limits</b>
Monthly Customer Charge	\$10.30 up to 1" Service Tap	\$27.90 up to 1" Service Tap
Monthly Customer Charge	\$20.80 over 1" Service Tap	\$32.20 over 1" Service Tap
Commodity Charge	\$2.00 per 1000 gallons	\$3.00 per 1000 gallons

**SANITATION RATES**  
Effective December 21, 2022

	<b>Residential</b>	<b>Commercial</b>
Monthly Customer Charge	\$22.35	\$26.20 and up

Commercial rates increase depending on volume and frequency.  
Residential and Commercial outside City Limits have additional rates.  
Additional pickup for trash upon request will be charged additional fees.  
Monthly Recycling Surcharge of \$2.00 per month will apply to all utility accounts.

**Monthly Customer Charge applies to every address that receives the appropriate service(s).**

**SEWER RATES**  
**Effective December 21, 2022**

<u>Service</u>	<u>Monthly Customer Charge</u> (\$/month)
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Meter Residential	\$27.75
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Class I Commercial	\$29.60
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Includes Downtown retail business, office space

Class II Commercial	\$43.90
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Includes restaurants, hotels, bed & breakfasts, WRAC, dentist office, beauty salon, churches, garages (oil change/service), bars and taverns, livestock sale barn, car wash, etc.

Class III Commercial	\$72.50
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Includes hospital, schools, senior citizen housing, funeral parlors, newspapers, print shops, radiator repair shops, assisted living facilities, potato processors, meat processors, child care center, etc.

2. A monthly service charge shall also be charged to all commercial users in the amount of one dollar and sixty-six cents (\$1.66) per one thousand (1,000) gallons of water used, or per one thousand (1,000) gallons of wastewater produced, as more specifically set forth hereinafter.

- a. The monthly volume charged for Commercial Class I Users will be based on the business user's average monthly water use during the preceding winter quarter months of December, January and February, but in no event shall the volume used to compute this monthly charge exceed fifty thousand (50,000) gallons. The volumes used to compute these charges are based on the amount of water used by the Commercial Class User as measured by a water meter.
- b. The monthly volume charge for Commercial Class II Users will be based on the business user's average monthly water use during the preceding winter quarter months of December, January and February, but in no event shall the volume used to compute these charges exceed fifty thousand (50,000) gallons. The volumes used to compute these charges are based on the amount of water used by the Commercial Class user as measured by water meter.
- c. The monthly volume charge for Commercial Class III Users will be based on the business user's average monthly water use during the preceding winter quarter months of December, January and February, but in no event shall the volume used to compute this monthly charge exceed one hundred thousand (100,000) gallons. The volumes used to compute these charges are based on the amount of water used by Commercial Class User as measured by a water meter.

3. Any commercial user whose premises outside the city limits is served by a connection with the wastewater system of the City shall pay a service charge one and one-half (1½) times the rates and charges established for users within city limits.

## **CITY OF WRAY SANITATION COLLECTION RULES**

**Required Container:** Standard garbage cans, having a tapered body, a tight-fitting lid and handles on the sides and lid. No other containers, such as barrels, tubs, baskets, boxes, etc. are acceptable. A 95-gallon poly-cart or a 2-yard dumpster is also acceptable. The city has 95-gallon poly-carts and two-yard dumpsters available to purchase. If you are interested in purchasing one, please contact City Hall. Once the container is paid for it becomes the sole property of the purchaser. Any repairs or replacement of container is the owner's responsibility.

**Recommendations:** The city recommends keeping cans clean and dry, thereby promoting sanitation and extending the life of the container. Moist garbage may be wrapped in newspaper or other absorbent material or placed in a plastic bag. This procedure will also lessen the chance of material freezing to the container in cold weather and causing issues for the collectors to remove all waste from container.

**Grass Clippings:** No grass clippings may be placed in any container for city pickup. Grass clippings may be hauled to the city grass clipping disposal areas, which are west of the City Shop at 150 Ash Street. No containers should be left at the grass disposal area.

**Limbs & Branches:** Tree limbs and branches greater than 6 feet in length will not be collected. Tree limbs and branches which do not exceed the above measurements will be collected if they are bundled, securely tied with twine, not kite string, and do not weigh over 50 pounds per bundle.

**Soil & Rocks:** Soil and rocks should not be placed with the trash. Soils should be shaken or removed from weeds, shrubs, or flowers before placed in container for pickup.

**Ashes:** No ashes, HOT or COLD will be picked up.

**Miscellaneous:** **ABSOLUTELY NO AMMUNITION, CONSTRUCTION MATERIALS OR ELECTRONICS WILL BE PICKED UP BY THE SANITATION DEPARTMENT.**

**Sanitation Route Map, Holiday Closures and Modified Collection Dates are available on the City of Wray website ([www.cityofwray.org](http://www.cityofwray.org)).**

**Additional Charges for Sanitation Items**  
**Effective January 1, 2023**

**Please call City Hall to schedule a pickup for mattress/box springs, large item or additional pickup prior to your normal scheduled collection date. Fees will be included as part of the customer's monthly utility bill.**

**Mattress Pickup:** Crib mattresses will be no additional fee. Twin and Full size mattresses and/or box springs will be charged a fee equal to the landfill fees for these items. Queen and King size mattresses and/or box springs will be charged a \$50 pickup fee plus a fee equal to the landfill fees for these items.

**Large Item Pickup:** Large household appliances and furniture (including refrigerators, ovens, couches chairs, desks, dressers, etc.) or room size carpet or padding that requires special handling and/or an extra pickup by the Wray Sanitation Department will be charged a \$50.00 pickup fee plus a fee equal to the landfill fees for these items.

**Extra Pickup:** A trash pickup in addition to your regular pickup will be charged a \$20 extra pickup fee.



## Industrial Park & Residential



To Industrial Park  
& Residential



# City of Wray Sanitation Route Schedule

Monday - YELLOW

Tuesday - BLUE

Wednesday - ORANGE

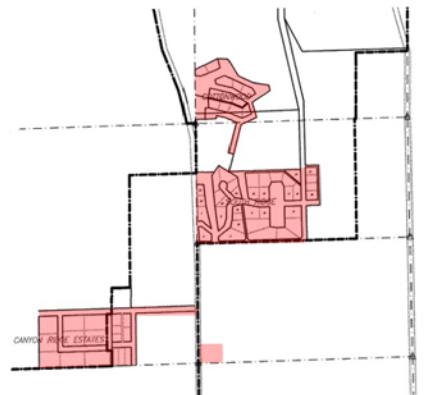
Thursday - GREEN

Friday - RED

Multiple Days - PURPLE



## South Ridge / Canyon Court / Hillcrest



To South Ridge /  
Canyon Court / Hillcrest

## **CITY OF WRAY RECYCLING INFORMATION**

The following information is being shared in an effort to increase awareness and to ensure City residents are well informed of the City of Wray Recycling Services. In order to provide a high level of service to customers and reduce landfill materials, free grass clipping disposal areas and recycling bins are available.

**Recycle Bins:** Recycle Bins are located across from the City Shop at 150 Ash Street. Magazines, newspaper and cardboard are the only acceptable material at this time. Containers have been placed around the city by the WRAC for aluminum cans.

**Plastic:** Plastic #1 & #2 recycling has just recently been made available as a pilot program to evaluate its potential. Plastic Recycling Bins are located across from the City Shop at 150 Ash Street.

To determine number, locate the chasing arrows on the container and reference the number inside the chasing arrows. The numbers refer to different types of plastics used in making plastic products and containers.

Plastic number scheme:

#1: **PET or PETE** (polyethylene terephthalate): Used in the production of soft drink and water bottles. PET can be recycled into fiberfill for sleeping bags, carpet fibers, rope, pillows, bags and packaging.



#2: **HDPE** (high-density polyethylene): Used in milk jugs, butter tubs, detergent and shampoo bottles. HDPE can be recycled into flower pots, trash cans, and traffic barrier cones.

