

CITY OF FAIRFAX, IOWA - UTILITY INFORMATION

Fairfax City Hall: 300 80th Street Court

Mailing address: PO Box 337, Fairfax, IA 52228

City Clerk's office hours:

Monday, Tuesday, Thursday & Friday, 7:30 AM - 4:00 PM & Wednesday 7:30 AM - 6:00 PM

Telephone: 319-846-2204

Fax: 319-846-3480

Email: fairfax@cityoffairfax.org

City Website: www.cityoffairfax.org

Sign up for Nixle to receive text and/or email notifications

Like us on Facebook:  City of Fairfax - City Government

Follow us on Twitter 

City Clerk/Treasurer, Cynthia Stimson: cstimson@cityoffairfax.org

Office Assistant, Tina Rosekrans: trosekrans@cityoffairfax.org

Utility Clerk, Staci Klinefelter: sklinefelter@cityoffairfax.org

Law Enforcement for Fairfax is provided by the Linn County Sheriff. For emergencies, dial 911. For routine (non-emergency) business call (319) 892-6100.

City of Fairfax Utility Service (Water, Sewer, and Solid Waste)

Utility Deposit Information:

- All customers pay a utility deposit. Checks, cash, debit, and credit card payments accepted. (A 2.75% non-refundable convenience fee is required when paying with a debit or credit card).
- **Property owners: \$75 or \$150 per utility account.** The \$75 deposit applies only if the customer's social security number is provided (**must show Social Security card for verification**). Property owners' deposits will be refunded after twelve consecutive on-time payments are received. If payments are not made on time, the deposit is held.
- **Renters: \$100 or \$200 per utility account.** The \$100 deposit applies only if the customer's social security number is provided (**must show Social Security card for verification**). Renters' deposits are kept on account and applied to the final bill when the customer moves out.

Water Meter Readings:

- Upon possession of your new property (before you begin using water) please read your water meter(s) and call 319-846-2204 or email the initial reading to sklinefelter@cityoffairfax.org as soon as possible. If your home has two water meters, please read both meters. One measures the water used indoors and the other measures water used outdoors. *Please note:* If you have two water meters, both meters will be located inside the home.
- The City of Fairfax automatically reads water meters around the 20th of each month.

Utility Billing:

- Utility Bills are issued the last business day every month, and are mailed or emailed.
- Payment due date is the 15th. Autopay ACH payments are deducted on the 10th.
- You should receive a bill every month. If your mailed paper postcard bill doesn't arrive by the 5th of the month, contact the city clerk's office for the amount due. Please contact the Wiley Blvd. Postal Station in Cedar Rapids if you have issues with your mail delivery.

Utility Payment Options:

- Checks, cash, debit, and credit cards are accepted at Fairfax City Hall. You may pay with a debit or credit card in our office, over the phone, or on our website www.cityoffairfax.org. A non-refundable convenience fee is required for card payments. The convenience fee is \$1.50 for payments up to \$50.00, and 2.75% of payment amounts over \$50.00.
- Checks and cash payments are also accepted at Fairfax State Savings Bank, 409 Vanderbilt Street.
- Mail payments to: City of Fairfax, PO Box 337, Fairfax, IA 52228.
- An after-hours payment drop is located in the drive-through lane at city hall, 300 80th Street Court.
- The city offers an ACH automatic payment option. Recurring monthly payments can be deducted from a checking or savings account, and there is no service charge. ACH payments are deducted on the 10th day of each month (if the 10th falls on a weekend or a holiday, the payment is deducted the next business day). When you are signed up for ACH payments, you will see the words "AUTO PAYMENT- DO NOT PAY" printed on your bill. ACH applications received in our office before the last business day of the month will be in effect for your next payment.

We must have your correct financial institution routing number and account number entered on your utility account to process your ACH payment successfully. If you close your bank account and want to continue with autopay, you must submit a new ACH form with your new bank account information before the last business day of the month. Returned ACH payments will result in a \$25 NSF fee.

- Online payments on the city's website www.cityoffairfax.org may be made with a credit card or debit card. Click **MAKE AN ONLINE PAYMENT** and follow the directions. This is a one-time payment. A non-refundable convenience fee is required for each transaction. Payments made on our website are in real time, so your electronic payment is received immediately.
- **ONLINE BILL PAY:** If you use your own online bill pay allow 7-10 days for processing & mailing; the city does not receive these payments electronically. Checks may take 7-10 days to reach us, and we cannot credit your utility account until we receive the check in the mail. A \$15 late penalty will be charged if payment is not received by the due date (the 15th of the month).

Charges That Apply to All Utility Accounts:

Payments are due the 15th of each month to avoid a \$15 penalty. If the 15th falls on a weekend or holiday, the next business day is considered the due date. Payments are considered on time if placed in our night drop, or paid by card on our website by 7:30 a.m. the business day after the due date.

Late Payment Charges:

- **\$15.00 late charge penalty for payments received after the payment deadline.** The city council has established a policy to provide a one-time waiver of the late charge for each utility account.
- A delinquent notice will be mailed to let you know your payment is past due.
- The delinquent notice states that water service may be disconnected if payment is not received by the 25th of the month, and informs you that you have the right to request a hearing.

Disconnection of Service Charges:

- **Payments must be made by the 25th of the month to avoid disconnection,** or the next business day if the 25th falls on a weekend or a holiday. Disconnection day is the first business day after the 25th (or the day after the next business day if the 25th falls on a weekend or a holiday).
- **A \$25.00 Reconnection Fee will be assessed if service is disconnected.**
- All amounts due, including utility service charges, late charge penalties, and the Reconnection Fee must be paid to re-establish service after disconnection.
- The Reconnection Fee increases to **\$50.00** for a third and any subsequent disconnects in a 12 month period.

Returned Checks/Returned ACH Charges:

- **\$25.00 returned payment charge.** The city council has established a policy that any account which has had two dishonored payments returned to the City of Fairfax within any 12 month period will be placed on a cash only basis.

UTILITY SERVICES AND RATES: Water and sewer service billing is based on water usage.

Water (WA):

First 1,500 Gallons	\$12.00 (minimum)
1,501 to 5,000 Gallons	\$12.00 + \$8.00 per 1,000 gallons water usage over 1,500
5,001 to 10,000 Gallons	\$40.00 + \$8.50 per 1,000 gallons water usage over 5,000
10,001 Gallons and up	\$82.50 + \$9.00 per 1,000 gallons water usage over 10,000

Water Debt Fee (WD): \$23.50 set charge per month (all water accounts)

Sewer (SW):

First 1,500 Gallons	\$12.00 (minimum)
1,501 to 5,000 Gallons	\$12.00 + \$7.00 per 1,000 gallons water usage over 1,500
5,001 to 10,000 Gallons	\$36.50 + \$7.50 per 1,000 gallons water usage over 5,000
10,001 Gallons and up	\$74.00 + \$8.00 per 1,000 gallons water usage over 10,000

Sewer Debt Fee (SD): \$23.00 set charge per month (all sewer accounts)

Non-metered Sewer: \$46.00 flat fee per month

Taxes:

Water Excise Tax (WT)	6% (all accounts)
Sales Tax (TX)	7% sales tax on Sewer and Sewer Debt (commercial accounts only)

Garbage (GB): \$22.75 per month (residential customers)

Solid Waste Information:

- **All single family residential properties must participate in City of Fairfax solid waste service.**
- Customers may write their address on their rolling carts.
- Collection day is on Thursdays
- For customers east of 80th Street & north of Cemetery Road you are on the **BLUE** recycling route.
- For customers west of 80th Street, all of Cemetery Road, & south of Cemetery Road you are on the **Red** recycling route.
- Collections begin at 7:00 AM. Place carts at the curb the night before, or before 7:00 AM on your collection day.
- Place carts at least 3 feet from other objects such as mailboxes, fire hydrants, trees, landscaping features, parked cars, etc.
- Holidays may delay pickup by a day. Check the Fairfax Facts or our website for the schedule each month.
- **OPTIONAL LARGE ITEM PICKUP:** For an additional \$15 fee, customers may request one large item pick-up per month (as defined by the hauler). Call 319-846-2204 at least two days before your regular service day to be placed on the large item pick-up schedule. For additional large item pick-up requests in the same month, a \$30 fee (per item) is required. The fee(s) will be charged on your monthly utility bill.
- **OPTIONAL APPLIANCE/ELECTRONIC WASTE PICKUP:** For an additional \$30 fee (per item) customers may request appliance or electronic-waste item pick-up. Appliance and electronic-waste pick-up day is the second Wednesday of each month. Call 319-846-2204 at least two days in advance to be placed on the schedule. The fee(s) will be charged on your monthly utility bill.

Garbage:

- Republic Services provides one 65 gallon rolling cart for garbage. Garbage is picked up weekly.
- Customers may set out the provided rolling garbage cart every week without a tag.
- If your rolling cart is full, put extra garbage in a garbage bag & place it on top of the rolling cart with a Fairfax garbage tag affixed to the bag (garbage in non-conforming containers will NOT be picked up).
- Fairfax garbage tags cost \$1.50, and are available at Fairfax city hall, Casey's General Store in Fairfax, the Star Bar, and Fairfax State Savings Bank.

Recycling:

- Republic Services provides one 95 gallon rolling cart for recycling. Recycling is picked up every other week, following the **Red & Blue Recycling Route Schedule**. **DO NOT PLACE GLASS IN THE RECYCLE CART.**

THE FOLLOWING ITEMS MAY BE CO-MINGLED IN THE RECYCLE BIN:



Paper

Office paper
Newspaper
Envelopes
Junk mail
Phone books
Brochures
Magazines
Catalogs



Cardboard

File folders
Poster board
Shipping boxes
(folded flat)
Frozen food boxes
Cardboard boxes
Milk cartons



Plastic

Water bottles
Take-out containers
Soda bottles
Detergent containers
Shampoo containers



Metal

Aluminum
Beverage cans
Food cans
Steel food containers

Only The Items Listed Above Are Accepted For Recycling.

GLASS IS NOT ACCEPTED FOR RECYCLING - PLACE GLASS IN THE TRASH OR TAKE TO THE GLASS RECYCLING DUMPSTER LOCATED IN THE PARKING LOT OF FAIRFAX CITY HALL

Yard Waste:

- Yard waste is picked up weekly April through November. No tags are required for yard waste.
- Yard waste must be placed in paper yard waste bags (available for purchase at area stores).
- **OPTIONAL:** A 95-gallon rolling yard cart may be rented from Republic Services. Contact city hall to request a yard cart, by phone at 319-846-2204 or email sklinefelter@cityoffairfax.org. The initial \$15 delivery fee and the \$63 annual fee (billed at \$5.25 per month) are charged on your monthly utility bill.
- Any yard waste placed in plastic bags (or any other non-conforming container) will NOT be picked up.

CITY OF FAIRFAX SERVICES & UTILITIES CONTACT INFORMATION

CITY SERVICES

Fairfax City Hall

300 80th Street Court

Mailing Address: PO Box 337, Fairfax, IA 52228

Phone: (319) 846-2204 Fax: (319) 846-3480 Email: Fairfax@cityoffairfax.org

Hours: Monday, Tuesday, Thursday & Friday, 7:30 AM – 4:00 PM

Wednesday 7:30 AM-6:00 PM

Linn County Sheriff

Emergency Phone: **911** Routine Business Phone: **(319) 892-6100**

Fairfax Public Library

313 Vanderbilt Street

Mailing Address: PO Box 187, Fairfax, IA 52228

Phone: (319) 846-2994 Fax: (319) 846-2889 Email: Fairfax2@southslope.net

Hours: Noon – 7:00 PM, Monday, Tuesday, and Thursday

10:00 AM – 7:00 PM, Wednesday Noon – 6:00 PM, Friday

9:00 AM – 2:00 PM, Saturday Closed Sunday

Republic Services (Solid Waste Contractor)

Contact City Hall for questions or issues with your garbage, recycling, or yard waste service.

UNITED STATES POSTAL SERVICE

Fairfax Post Office, 418 Vanderbilt Street – PO Boxes, buy stamps, mail letters & packages, etc.

Phone: (319) 846-2285 Lobby is open 24 hours

Window Hours: Monday - Friday 10:00 AM - 1:00 PM and 2:00 PM – 5:00 PM (Closed 1-2 PM)

Saturday 11:00 AM - 12:00 PM; Closed Sunday

1930 Wiley Blvd. SW, Cedar Rapids Postal Location – CBU keys & contact for mail delivery issues

Phone: (319) 396-5392 Lobby is open 24 hours

Window Hours: Monday - Friday 8:00 AM - 5:30 PM & Saturday 9:00 AM - 12:00 PM; Closed Sunday

UTILITIES

Electricity

Alliant Energy

1-800-255-4268

www.alliantenergy.com

or **Linn County REC**

1-800-332-5420 (Iowa only) or (319) 377-1587

www.linncountyrec.com

Natural Gas

MidAmerican Energy

1-888-427-5632

www.midamericanenergy.com

Telephone, Internet and Cable TV

Mediacom

1-888-299-9647

South Slope Cooperative Communications Company

(319) 626-2211

Viasat Satellite Internet (www.Viasat.com/internet)

**AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS
(ACH DEBITS)**

Company: City of Fairfax

Tax ID: #42-0959452

I (we) hereby authorize the City of Fairfax, hereinafter called COMPANY, or their appointed third party representative, to initiate debit entries to my (our)

Select one: Checking Account Savings Account

Indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Bank Name: _____
City: _____ State: _____ Zip: _____
Bank Routing #: _____ Account #: _____
Type of Account (select one) <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account
This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY, or their appointed third party and DEPOSITORY a reasonable opportunity to act on it.
Name(s): _____ Date: _____
Address: _____
Telephone Number: _____
Email: _____
Signature: _____
ACH applications received at Fairfax City Hall, 300 80 th Street Court, before the last business day of the month will take effect the following month.

FOR OFFICE USE
Date Received _____ Beginning Date _____
Utility Account(s): _____

REQUEST TO RECEIVE FAIRFAX UTILITY BILL BY EMAIL ONLY

The default method of bill delivery is mailing paper postcard bills to our customers, but the City of Fairfax now has the ability to automatically email utility bills each month instead of mailing out paper postcard bills.

E-Bills (receiving your bill by email) offers the following advantages:

- The opportunity to go paperless (Go Green and save more trees)!
- A convenient way to receive and save your bills
- Eliminates bills getting lost or damaged in the mail
- Saves the City money by reducing postage, material and equipment costs
- Receive your bills sooner

The E-bill only delivery method is optional. To sign up for E-bills, complete the form below and return it to city hall. The form is also available on the city's website www.cityoffairfax.org Customers with multiple utility accounts should complete a City of Fairfax E-Bill Sign-Up Form for each utility account.

City of Fairfax E-Bill Sign-Up Form

Utility Account _____ Phone _____

Name _____

Property Address _____

Email _____

- I understand that I am signing up to receive my monthly City of Fairfax utility bill by email only. I also understand that paper postcard bills will no longer be sent to me by postal mail.
- I understand that it is my responsibility to pay my bill on time, even if I do not receive an emailed bill.
- I am responsible to notify the city if an emailed bill is not received.
- If my email address changes, I will contact the City of Fairfax as soon as possible to update my email.

Signature _____ Date _____