

CITY OF WRAY
Service Policy
Effective January 1, 2023

Service Provided: Electric, Water, Sewer and Trash (Sales tax applicable to electricity)

New Customer:

- \$150 Residential Deposit / \$300 Commercial Deposit
- \$ 20 Activation Fee
- Required of all customers before services can be provided at any location

New Service Location:

- \$20 Activation Fee
- Required when a current customer moves and requests service at a new location

Billing Information:

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

Payments:

- Due on the 15th of the month following end of the billing period

Payment Options:

- Payments can be made by cash, check or credit card at City Hall during regular business hours
- Two drop boxes available at City Hall for after-hours payments
- Payments can be made through automatic withdrawal from bank account at no charge
- Payments can be made online through Xpress Bill Pay through the City of Wray website (www.cityofwray.org) or by calling Xpress Bill Pay at 888-312-1880)

Late Payments:

- A 2% penalty will be added to any balance not paid prior to the 15th of the month
- Reminder Notices will be mailed indicating total amount due to avoid disconnect

Disconnect:

- Any accounts with balances remaining unpaid after the 5th of the month will have services disconnected

Reconnect Fees:

- \$70 Reconnect Fee -To reconnect services, all late bills and penalties shall be paid in full together with an additional reconnect fee
- \$60 Additional Fee for after-hours reconnect
- NOTE - \$50 of each reconnect fee will be added to the customer's deposit until deposit has reached the maximum of \$300 for residential or \$500 for commercial customers

Final Bill:

- Customer is responsible to notify city hall to disconnect services. Customer will need to provide date of disconnect and forwarding address
- A Final Bill will be processed after services are disconnected

Collection:

- Any account remaining unpaid for 60 days or more will be turned over to a collection agency.
- Utility deposit will be applied to principal balance on account prior to sending to collection agency.
- All fees associated with the collection process will be the responsibility of the person named on the account. These fees could, include but are not limited to, court costs, court filing fees, service fees and e-file fee for summons and complaints, garnishments, transcripts and attorney fees.

Return of Deposit:

- When a customer no longer has utility service, no longer owns property within City service area *and* the final bill has been paid in full, the City will refund utility deposit by check on the normal accounts payable cycle.
- Deposits are refundable up to a maximum of \$300 for residential and \$500 for commercial accounts

NOTE: Any customer having a debt more than 60 days past the final bill date on the account will be required to pay the remaining debt and an additional \$50 deposit before services may be obtained on a new account.

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

RESIDENTIAL ELECTRIC RATES
Effective January 21, 2019

Customer Charge, per month	\$8.00
All KWh (per KWh)	\$0.1152

COMMERICAL ELECTRIC RATES
Effective January 21, 2019

Customer Charge, per month	\$8.00
All KWh (per KWh)	\$0.1152

WATER RATES
Effective December 21, 2022

	Inside City Limits	Outside City Limits
Base Water Rate	\$10.30 up to 1" Service Tap	\$27.90 up to 1" Service Tap
Base Water Rate	\$20.80 over 1" Service Tap	\$32.20 over 1" Service Tap
Commodity Charge	\$2.00 per 1000 gallons	\$3.00 per 1000 gallons

TRASH COLLECTION RATES
Effective December 21, 2022

Residential \$22.35 per month
Commercial \$26.20 per month and up 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.
Recycling Surcharge of \$2.00 per month will be added to all active trash accounts.

SEWER RATES
Effective December 21, 2022
Residential Rates \$27.75 per month
Commercial rates based on water usage (minimum \$29.60 and up per month)

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. A 95-gallon poly-cart or a 2-yard dumpster is also acceptable. No other containers, such as barrels, tubs, baskets, boxes, etc. are acceptable. The city has 95-gallon poly-carts and two-yard dumpsters for sale. 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.

Grass Clippings: 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 75 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 OR CONSTRUCTION MATERIAL.**

Additional Charges for Sanitation Items
Effective January 1, 2023

Large Item Pickup: Large household appliances and furniture (including refrigerators, ovens, bedroom mattresses and or springs) or room size carpet or padding that requires special handling or an extra pickup by the Wray Sanitation Department will be charged a **\$50.00 pickup fee plus landfill fees**. The billing will be included as a part of the customer's regular monthly utility billing.

Construction Materials: No construction material will be picked up by the trash truck. You must haul that yourself or hire another party to haul these items.

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 can in cold weather and causing issues for the collectors to remove all waste from the can.

Residential Collection Schedule:

Monday – Lincoln Street and west.

Tuesday – Dexter Street between 3rd and 7th west to city limits and Hale Street between 7th and 11th west to Lincoln Street.

Wednesday – Hale Street between 7th and 11th east to Blake Street and Dexter between 3rd and 7th east to Main Street.

Thursday – Main Street between 3rd and 7th east to Grove, Main Street between N.R.R. and 3rd east to Ivy Street and all north of railroad tracks.

Friday – Southridge, Canyon Court, and Meadowlark Lane.

Commercial: As requested by each business.

If a holiday falls on a weekday, the trash will be collected on the following workday unless otherwise posted in the Wray Gazette and on the City Website. The City of Wray recognizes Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day as holidays. Trash normally scheduled for pickup on Thanksgiving Day and Christmas Eve will be pickup up on the workday before the holiday. Trash normally scheduled for pickup on the day after Thanksgiving and on Christmas Day will be picked up the workday following the holiday.

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.

