

**CITY OF IMPERIAL
UTILITY DEPARTMENT**

Welcome to Imperial! We are glad to have you as part of the community.

Listed below are some of the things we think might be important to you as a customer of the City of Imperial Utility Department.

A **utility deposit of \$200.00 is required** for every service on the system or \$100.00 with a letter of credit from another utility company provided that occupancy has been within the past year. This deposit will be refunded to you in full if your utility account remains in good standing for a period of one year. If your account becomes delinquent at any time, the account will not be considered in good standing. A hook-up charge of \$10.00 is assessed when meters must be read for a change in residence or billing.

The City bills monthly for ***electricity, water, sewer and sanitation services***. Meters are read on or about the 20th of each month and bills normally are sent out approximately the 26th. The bills are due and payable upon receipt and can be paid at the City Office, mailed, or left in the outside deposit box on the north side of the City Office building at 740 Court Street. If payment is not **received in the City office** on or before 5:00 p.m. on the 15th of every month, a penalty of 10% will be assessed with a \$50.00 maximum per account. **There will be no exceptions.**

A courtesy notice will be mailed out on the 16th, which will reflect the total amount due including late fees. Customers will have an additional seven business days in which to pay the bill. If payment has not been received by the date listed on the notice, services will be disconnected without further notice as per State Law. There will be a minimum charge of **\$50.00** assessed to the delinquent bill amount to have services reconnected. If utilities are re-connected after hours, the fee will be **\$75.00**.

Electric and ***water*** services are ***metered*** and will reflect your actual usage during the billing period. ***Sewer*** use fees are a ***flat charge of \$17.00*** for residential services and ***\$23.00*** for commercial accounts.

Electric, water and sewer services are supplied by the City to each customer to the meter site or to the sewer tap. We are not allowed to service beyond the meter or tap as we do not want governmental competition with private enterprise. If problems arise with any of these services, we will be happy to come out free of charge to check the City's service. Any repairs necessary beyond the City's meter or tap will be the responsibility of the owner.

Sanitation charges are designed to reflect a ***volume-based system*** for trash pick-up. For households and businesses that require a 90 gallon toter, there will be a ***standard minimum charge of \$7.00***, which will appear on your monthly utility bill. This charge is assessed to cover the cost of operation of the waste system, including a transfer station, compost pile and recycling center.

In addition to the minimum charges, there will be a requirement that all toters must have a **sticker** attached in order to be emptied. These stickers are available at the City Office for **\$7.00 each**. When the toter is full and you are ready to have it emptied, attach the sticker to the lid, roll the toter to the appropriate place, and it will be picked up and the sticker removed. **Be sure your trash container is out by 7:30 a.m. on your trash day.** Some households may find that they would prefer having the trash picked up before the toter is full. In that case, **color-coded 30 gal. bags** may be purchased for **\$2.50** each at the City Office. These bags should be placed in the normal pickup area for collection.

Trash collection days are:

Tuesday - East of Broadway

Thursday - West of Broadway

Normally trash is picked up in the alley behind your property with the City furnishing toters (wheeled, plastic containers) for each service. If there is not an alley for you to use, the collection will be made at curbside. Trash routes are run weekly for each residential or commercial account. Please contact the City Office if you do not have a toter or if you have any questions.

All yard waste is banned from the toters. No compostable materials such as grass clippings, tree branches, or garden waste may be included with trash. The city maintains a compost pile near the transfer station site for residents to use for disposal of these items.

The City operates a **recycling program** to enable residents to reduce the amount of solid waste they must dispose of. The recycling center is located on **Highway 6** on the east edge of Imperial on the north side of the highway and is identified by a sign "**Southwest Nebraska Solid Waste Agency Recycling Center**". The location is available for collection of recyclable materials **24 hours a day**. A list of materials that are collected and the proper method of preparation for each item is listed on the following page. Please be very careful to follow the rules and if you have questions, please call the city office for clarification.

The City also maintains a Transfer Station for trash, construction & demolition materials and metal. The Transfer Station is located on the first county road that goes south as you are traveling west on Highway 6 out of Imperial toward Champion. It is approximately one mile down that road on the left side. Compostable materials are also dumped at the Tree Pile just before arriving at the Transfer Station. Tree Pile compost is dumped for free. Be sure there is no household waste or non-compostable material in your Tree Pile loads.

TRANSFER STATION – HOURS OF OPERATION

Tuesday through Friday

1:00 p.m. to 4:00 p.m.

Saturday

10:00 a.m. to 12:00 noon & 1:00 p.m. to 4:00 p.m.

Closed Sunday and Monday

Winter hours are from December 1 – April 1

Hours are the same for summer and winter except Saturdays

Winter hours on Saturday are from 9:00 a.m. to 1 p.m.

Current rate for disposal is \$70.00 per ton for household trash, \$60.00 per ton for Construction and Demolition Waste and \$23.00 per ton for metal with a **\$10.00 minimum charge**. **Payment is expected at the gate unless prior credit arrangements have been made at the City Offices.** Loads must be covered or tied down for transport to the station. Loads that arrive uncovered will be charged double the normal rate for disposal. Items that cannot be accepted for landfilling include scrap tires, appliances, lead acid batteries and yard waste. These items must be separate from waste and customers will be directed to the appropriate location for disposal.

There will be an additional \$25.00 charge for customers that require dumping at the transfer station outside of normal operating hours.

The City has a radio agreement with the Chase County Sheriff's dispatcher and can be reached by the dispatch in the event of an emergency. If you are unable to reach anyone at the City Office (882-4368) or at the Utility Shop (882-5158), you may reach the dispatcher at 882-4748.

SOUTHWEST NEBRASKA SOLID WASTE AGENCY RECYCLING INFORMATION

Southwest Nebraska Solid Waste Agency is a combined operation of the City of Imperial and Chase County that is charged with the responsibility of solid waste management, including waste reduction.

The recycling center is a **24-hour-a-day drop off** located on the east edge of Imperial on Highway 6. Entrance to the building is through a walk-in door on the east side of the building. Bins can be accessed easily from a lighted walkway inside the building and are labeled with the materials that are accepted. Please be very careful to drop off only those items listed. Increased costs of labor and disposal for materials that contaminate the saleable items may threaten the overall survival of the program.

When leaving items for recycling, please be sure to empty materials out of paper or plastic sacks!!

Paper sacks can be recycled by depositing them in the outdoor bin reserved for corrugated cardboard. Additional labor is required to remove materials from sacks and boxes prior to processing.

Steel Cans – All steel cans (tin cans) can be recycled. The cans should be clean. Lids may be recycled as long as they do not have a rubber coating or seal. Please leave the lids attached to the can with a short edge to make handling safer for yourself and the workers.

Aluminum – Aluminum beverage cans should be rinsed. All other types of aluminum (yard chairs, window frames, etc.) should be inspected by a staff member prior to drop off. Some of these items may be accepted for recycling, but must be free of all rivets, rubber gaskets, fabric, etc. prior to disposal.

Plastic – Acceptable materials include any plastic containers with recycling numbers 1 through 7. Please rinse the containers and remove lids.

Newspaper – All newsprint, along with colored flyers, cartoons, and "stuffers" are acceptable for recycling. Please remove newsprint from sacks or boxes and deposit directly into bins provided.

Magazines – All magazines, including catalogs and other "slick" paper can be recycled. Discarded books can also be recycled, but covers must be removed.

Cardboard – Corrugated cardboard and paperboard should be deposited in the outdoor fenced area located on the southeast corner of the building. Paperboard includes such things as facial tissue boxes, food packaging such as cereal or other prepared foods. Brown paper grocery bags can also be recycled in this area.

Glass - All types of glass food and beverage containers, kitchen glass and small window glass can be recycled. Broken glass is acceptable. Please remove lids and deposit glass in the appropriate bin. **Do not leave glass inside boxes or sacks.**