

RESOLUTION NO. 2014-45

**RESOLUTION OF THE CITY COUNCIL OF
THE CITY OF IMPERIAL RELATING TO BILLING
FOR WATER, SEWER, SOLID WASTE AND STATE AB 939**

WHEREAS, section 23-5, of the Imperial City Code authorizes the City Council to adopt a resolution relating to matters such as due dates, delinquency charges and discontinuance of service for non-payment; and,

WHEREAS, it is the intent of this resolution to supersede prior Resolution No. 2012-39 on these subjects to the extent inconsistent with the terms set forth herein.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

1. **Billing Date:** All charges for City services (water, sewer, solid waste, State AB939) will be billed on or near the 5th working day of each month for the previous month's services and are due on the 15th day of each month. The customer is responsible for the bill even if the customer does not receive the bill.
2. **Penalty:** The bill becomes delinquent if not paid by the 1st day of the calendar month following the due date specified on the bill. Payments received after 5:00 p.m. on the last working day of a month shall be deemed delinquent. A 10% penalty is assessed on the current amount owed.
3. **Discontinuance of Service:** If payment of all delinquent charges have not been RECEIVED in City Hall during normal working hours prior to the **bill due** date, the water service will be discontinued.
4. **Delinquency Fee:** A delinquency fee of \$50.00 will be applied to all accounts not paid by 5:00 p.m. of the day prior to the scheduled turn off day.
5. **After Hours Turn On Fee:** A fee of \$125.00 applies to any account requesting services after 5:00 p.m. on scheduled turn off day, and after 2:00 p.m. any other day of the working week.
6. **All New Accounts:** All applications for Water Services require a Social Security Administration Number, Federal Identification Number, Valid Driver's License, or Department of Motor Vehicle Identification Card. Owner's must provide proof of ownership. Realtor's must provide proof of listing. Tenant's must provide a rental agreement including the signed authorization from the property owner on the Application for Service.
7. **Owner / Property Manger / Realtor / Tenant Account:** An owner may authorize an account to be established in the name of the property manager / realtor / tenant.

The owner shall guarantee's payment of all bills. All previous charges on account must be paid in full before water is turned on in the new property manager / realtor / tenants name.

8. Account Deposit: A deposit of \$250.00 is required. Account balance must be paid in full prior to closing of account. Deposit will be applied to the closing bill with the remaining balance, if any, refunded.
9. Returned Checks: A fee of \$25.00 will be charged for the 1st returned check and \$35.00 for additional checks from the bank for any reason for which the bank refused payment. The check is to be replaced in cash or by money order within 5 days of receiving notice. If the City receives 3 returned checks within a 1 year period, the City will no longer accept personal/business checks for any City service from that same party for the next twelve month period.
10. Closed Account: An account without payment activity for two consecutive months is subjected to termination without further notice. Account holder / authorized signer is responsible for any and all charges accrued.
11. Collections: Any balance remaining on a closed account after 30 days at the discretion of the City will be forwarded to a collection agency or may be submitted to the County for a lien on the property without further notice.

PASSED AND ADOPTED at a Regular Meeting of the City Council held on the 6th day of August 2014.

Mayor

ATTEST:

City Clerk



June 5, 2015

CITY COUNCIL
Mark Gran – Mayor
Doug Cox – Mayor Pro-Tem
Geoff Dale – Council Member
Betty Sampson – Council Member
James Tucker – Council Member

CITY CLERK
Debra Jackson

CITY TREASURER
Stacy Cox

Dear Utility Bill Customer:

The City of Imperial is being required to decrease the use of potable water used by our customers. Governor Jerry Brown issued an executive order in April 2015 demanding an “across the board” 25% reduction in water use in the State of California. New regulations were put in place by the State Water Control Resources Board in May 2015 to implement the Governor's order. The City of Imperial is required to enforce these new regulations. This means the City will be enforcing restrictions on irrigation of lawns and landscaping, as well as other potable water uses.

NEW TWO DAY-PER-WEEK WATERING SCHEDULE

- Even numbered street addresses may water on Tuesday and Saturday
- Odd numbered street addresses may water on Thursday and Sunday.

No outside use of potable water for lawns or landscaping on non-approved days of the week.

ADDITIONAL RESTRICTIONS

- No potable water is allowed on sidewalks or streets, either for washing off or as irrigation runoff.
- No use of running water to wash cars. Visit facilities using recycled water or use buckets at home and hoses with stop nozzles only.
- No outdoor irrigation during and within 48 hours following measurable rain.
- No potable water in water features unless using recirculating water.
- Irrigation at commercial, industrial and institutional facilities shall be reduced by 25%.
- Restaurants and other food service establishments shall serve water to customers by request only.
- Hotels and motels must provide guests with the option of not having towels and linens laundered daily.
- See the enclosed Drought Regulation Status Update for a complete list of enforceable regulations.

FAILURE TO COMPLY with these required restrictions can result in a fine of up to \$500 a day for each violation. The City could receive a fine of up to \$10,000 a day from the State if these regulations are not enforced or if the City of Imperial fails to meet its mandated conservation level.

For more information on how you can save water and money, visit the City of Imperial's website at www.cityofimperial.org or call City Hall at (760) 355-4371. Watch for new incentives and promotions available at City Hall, and programs such as landscaping workshops to help you renovate your landscape with drought tolerant plants. Additional information will be provided as available to all utility customers. Do your part. Shorten showers, water yards on approved days in the early morning or late evening hours, eliminate sprinkler runoff, fix leaky faucets, and do only full loads of dishes or laundry in your appliances. Thank you for your understanding and cooperation.

Sincerely,

Marlene Best, City Manager
City of Imperial



Drought Regulation Status Update

APRIL 2015

Historic Drought and History of Government Actions

Because of California's historic drought, Governor Brown has issued a series of Executive Orders resulting in increasing restrictions to potable water use and increased regulations by State agencies being imposed on water providers, including the City of Imperial. Amongst these are the following:

January 2014- Governor Jerry Brown issued a Drought Declaration, requested 20% voluntary reduction.

July 2014- The State Water Resources Control Board (SWRCB) adopted Emergency Regulations for Statewide Conservation.

July 2014- City of Imperial responded by adopting Resolution 2014-45 approving Water Conservation Measures in compliance with the State Board regulations.

March 17, 2015 the SWRCB revised the regulations.

April 1, 2015- Governor Jerry Brown issued an Executive Order directing SWRCB to propose framework for achieving an across-the-board 25% reduction and implemented additional water restrictions.

May 18, 2015 – SWRCB regulations go into law for water conservation in California. The City of Imperial is initially required to meet a 32% conservation rate. City staff has worked with State staff on the calculation method being utilized and is hopeful of receiving a new conservation rate of 24%. Given assumed conservation that has already occurred of 4-5%, the City may be looking to increase our conservation rate by approximately 19 – 20%. These numbers have yet to be approved by the SWRCB.

Latest Mandated Water Restrictions

- a. Use of potable water in outdoor landscapes in a manner that causes runoff to non-irrigated areas, public walkways, roadways, parking lots, structures or an adjacent property.
- b. The use of running water to wash vehicles shall be prohibited, except to wash such vehicles at commercial or fleet vehicle washing facilities using water recycling equipment. The use of buckets and stop nozzles on hoses, for rinsing only, shall be permitted.
- c. The use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system, shall be prohibited.
- d. The application of potable water to hardscapes, driveways, parking lots and walkways, except to protect public health and safety shall be prohibited;



- e. Outdoor irrigation of commercial, industrial and institutional facilities shall be reduced by 25%
- f. The application of water to outdoor landscapes during and up to 48 hours after measurable rainfall shall be prohibited.
- g. Use of potable water for construction, compaction, dust control, street or parking lot sweeping, building wash down where non-potable water is sufficient shall be prohibited.
- h. No restaurant, hotel, café, cafeteria or other public place where food is sold, served or offered for sale, shall serve drinking water to any customer unless requested.
- i. Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. Each hotel or motel shall prominently display notice of this option in each bathroom, using clear and understood language.
- j. The use of potable water outside of newly constructed homes and buildings that is not delivered by drip or micro spray systems shall be prohibited.
- k. The use of potable water to irrigate turf within street medians shall be prohibited.
- l. Water suppliers are required to assist customers with leak detection for leaks within the customer's control.

What has the City of Imperial done so far?

1. When original reductions were enacted the City provided a flyer with the mandated restrictions that was hand delivered to property owners.
2. The City enacted three day- a- week watering schedule for water users, and reduced park facility watering to three days a week as well.
3. Drought and water conservation information was placed on the City's website.
4. The City provided drought tolerant landscape information at a Farmer's Market with reusable bags distributed including conservation information.
5. The City already had tiered rates in place to encourage conservation.
6. The City already had begun the process to install smart meters in the service area.
7. Some enforcement has been done on several locations that have violated regulations. The City has not issued any citations to date.

What is yet to come?

1. The City is implementing a two (2) day a week watering schedule for ornamental turf and landscape areas. Even numbered street addresses will water on Tuesday and Saturday. Odd numbered street addresses will water on Thursday and Sunday.
2. Staff is updating the information on the City's website.
3. Republic Services/Allied Waste will work with the City to fund landscape workshops to inform residents of options to reduce the use of water in home and business landscapes.
4. Staff will create a model drought tolerant landscape in the Sculpture Park being developed at City Hall.
5. Educational and promotional materials will be available at City facilities.
6. New temporary staff will be brought on to assist with timely enforcement of water conservation regulations.

EXHIBIT "B"

If noncompliance with water conservation measures identified in Exhibit "A" is found, the City Code Enforcement Officer of the City of Imperial is hereby authorized to implement the following stepped fines:

- First Offense – A warning notice
- Second Offense - \$25.00 fine
- Third Offense - \$50.00 fine
- Fourth Offense - \$100.00 fine
- Fifth Offense - \$500.00 fine per daily offense

RESOLUTION NO. 2002-13

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF IMPERIAL
PERTAINING TO WATER AND WASTEWATER RATES AND FEES FOR
CONNECTIONS FOR USERS OUTSIDE CORPORATE BOUNDARIES OF THE
CITY OF IMPERIAL**

WHEREAS, the Imperial City Code provides that consumers residing outside the boundaries of the city may apply to connect to city services; and

WHEREAS, such connections are determined on a case by case basis taking into account such factors as plant capacity; and

WHEREAS, the City finds that there are increased expenses with providing services outside its incorporated area and further finds that revenue from the incorporated area to support the subject facility is different than for areas outside city limits.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS: Capacity fees and user charges for connections approved in the sole discretion of the city council shall be as follows:

1. Water Capacity fee: Two (2) times the amount charged for a connection within the incorporated area of the city as of March 1, 2002 and as may be amended from time to time thereafter.
2. Wastewater Capacity Fee: Two times (2) the amount charged for a connection within the incorporated area of the city as of March 1, 2002 and as may be amended from time to time thereafter.
3. Water User Rates: Two (2) times the amount charged for users within the incorporated area of the city as of March 1, 2002 and as may be amended from time to time thereafter.
4. Wastewater User Rates: Two (2) times the amount charged for users within the incorporated area of the city as of March 1, 2002 and as may be amended from time to time thereafter.

PASSED AND ADOPTED at a Regular meeting of the City Council of the City of Imperial held the 6th day of February 2002.

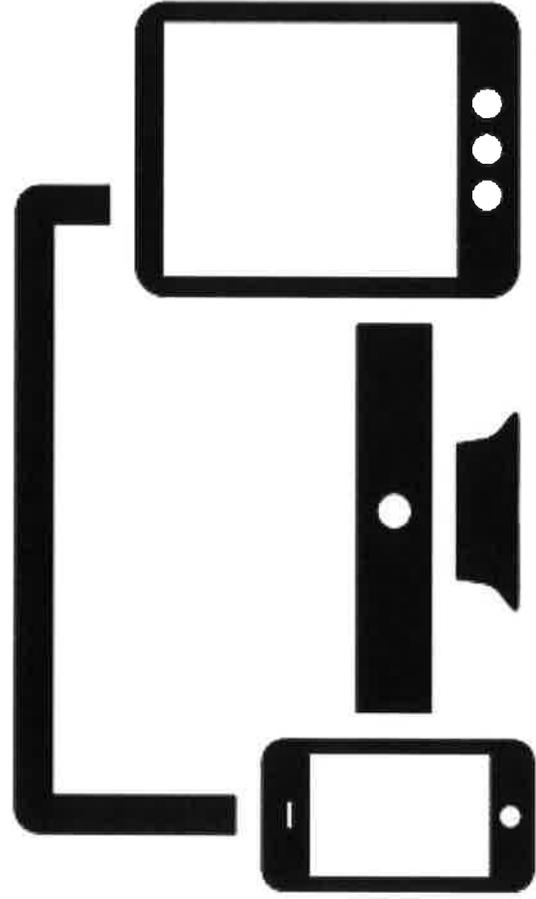


Mayor, City of Imperial

ATTEST:



City Clerk



ANYTIME

ANYWHERE

ANY DEVICE

The City of Imperial Billpay System is now available for access through desktop, laptop, palm reader or any other hand-held device. Just scan de QR code or go dlirectly to <http://lweb2.cityofimperial.org>





**View or Pay
your Bill**



PayPal™

at: <http://www.cityofimperial.org>

***All payments received after 4:00 p.m. will not be posted until the next business day. ***

REGISTER NOW

Note: Please allow 24 hours after new registration, before making your first payment online. You can contact us at: (760) 355-1247

This Billpay account has an **ACTIVE** Autopayment Subscription status with a **Visa Card** on file. If you wish to update or modify your Autopayment settings please click [here](#). Payments are processed on the 15th of every month, if the 15th is on a Saturday or Sunday, the payment will be processed on the following Monday.

This Billpay Account is currently registered for Paperless Billing using the email address: Both. If you wish to unsubscribe from this service please click [HERE](#).

az	00150010
Name	City of Imperial
Mailing Address	420 South Imperial Avenue
Phone Number	(760) 355-1247
Last Bill Printed	01/01/2014
Last Bill Amount	\$ 123.75
Due Date	01/15/2014
After Due Date	\$ 136.13

Description	Balances
420 South Imperial Avenue	\$ 183.61

Total Current Balance \$ 183.61

CITY OF IMPERIAL

OFFICE HOURS:

- Monday - Friday: 8:00 AM to 5:00 PM

CLOSED THE FOLLOWING HOLIDAYS:

New Year's Day	Independence Day	Veteran's Day	Christmas Eve
Martin Luther King Jr	Labor Day	Thanksgiving Day	Christmas Day
President's Day	Columbus Day	Day after Thanksgiving	New Year's Eve
Memorial Day			

IMPORTANT INFORMATION:

- Payment in full is *DUE* by the 15th of each month.
- To avoid 10% penalty fee, payment must be received before the due date specified on the bill.
- Delinquency fee of \$50.00 is applied to ALL accounts not paid by 5:00 pm of the day prior to the scheduled turn off day.
- There are two (2) payment drop boxes available. One is located in the North parking lot and the other is located in front of City Hall.
- For your convenience, registration for Online Bill Pay, Paperless Billing, and Autopay is available at www.cityofimperial.org (See Home Page "Online Services" TAB)
- Return Check Fee applies to a returned check from the bank for any reason for which the bank refused payment.
- An account without payment activity for two consecutive months is subjected to termination without further notice.
- TRASH/RECYCLING pick up day is **WEDNESDAY**.
- Trash paying customers can receive curbside pickup for up to 3 items of FREE BULK service per month, and 4 annual landfill passes provided by Allied Waste at NO CHARGE. For more information, please call Allied Waste at (760) 355-0004.
- Water conservation tips and information is available on the City website or at www.saveourwater.com
- Please visit our City website for the most up to date schedule of Events.

TRASH WILL BE COLLECTED ON THURSDAY FOR THE FOLLOWING HOLIDAYS:

New Year's Day	Independence Day	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day



Local Office

3354 Dogwood Rd Imperial, CA 92251
(760)355-0004

Monday - Friday

8:00 am - 5:00 pm

www.republicservices.com

Holidays Observed

New Years Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

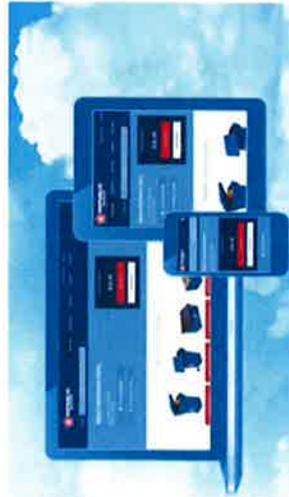
Christmas Day

**Online Bill Pay
with My Resource™**

Pay your bill online, anytime with Online Bill Pay. Or continue to pay your bill online and manage your account from one site by signing up for My Resource™ - new from Republic Services.

**Go paperless.
Save more of what matters.**

From time and paper to the world in which we live, paperless billing helps you save more of what matters. Pay your bill online and manage your account by signing up for My Resource™.



*** Wednesdays ***

What can be recycled?



Do's

- Paper, Letters and Junk Mail
- All Plastic Containers 1-7
- Glass Bottles and Jars
- Empty Steel, Tin and Aluminium Cans
- Dry Food Boxes and Cardboard
- Magazines, Newspaper and Catalogs

Don'ts

- Plastic Bags
- Styrofoam Products
- Food Waste or Packaging
- Clothing, Shoes or Toys
- Diapers or other Hazardous Waste
- Batteries
- Flourescent Lamps
- Automotive Fluids
- Paints
- Pesticides

Wednesday service day

Free bulk service provided

Up to 3 items per month at no charge!

Call for information on landfill passes



Holiday Schedule

Republic Services of VALLEY ENVIRONMENTAL SERVICES, Holiday Schedule

To acknowledge our nation's holidays and allow our employees time with their families, we do not provide service on the following days:

THANKSGIVING - November 26,2015

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

CHRISTMAS - December 25,2015

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

CHRISTMAS - December 25,2015

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

NEW YEAR - January 01,2016

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

MEMORIAL DAY - May 30,2016

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

INDEPENDENCE DAY - July 04,2016

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

LABOR DAY - September 05,2016

Residential, Business (2-8 yd container) and Industrial - Service will run one day late.

If you have questions about your trash or recycling pickup schedule or other services, want to add new services, or need to change your service, please contact Republic Services of VALLEY ENVIRONMENTAL SERVICES.

Republic Services of VALLEY ENVIRONMENTAL SERVICES
760-355-0004.



(1) Lack of turf, planted material, decorative rock, bark, planted ground cover or coverings;

(2) Lawn or grass in excess of six inches in height or which is dead, decayed, diseased or uncultivated;

(3) Harbors rats, vermin, excessive amounts of insects, or other potential disease carriers;

(4) Obstructs vision of motorists of pedestrians;

(5) Encroaches into, over, or upon any public right-of-way, including, but not limited to streets, alleys or sidewalks.

(l) Offensive or nauseating odor or smell created by garbage, garbage or recycling containers, dead animals or other odor causing substances or materials.

(m) Any of the following conditions on any property or portion thereof viewable from the public right-of-way:

(1) Lumber, trash, garbage, debris, refuse, waste matter or other salvage materials;

(2) Hazardous pools, ponds and excavations;

(3) Abandoned, broken or neglected equipment and machinery;

(4) Furniture, appliances, play equipment or other household fixtures or equipment, except for lawn furniture;

(5) Clotheslines, clothes or similar materials hanging or placed in front yards, side yards, porches, balconies or fencing;

(6) Any type of item or material on roof top;

(7) Accumulation of litter, trash, boxes, or other in front of doorways, on sidewalks, public walkways and other common areas used by the public;

(8) Accumulation of litter, trash, boxes or other items in parking lots, planters and other landscaped areas;

(9) Display, sale or use of merchandise, equipment, machinery or other items in, on or blocking public access sidewalks, walkways or common areas;

(10) Temporary service bins, dumpsters, or storage containers stored on a public street or on private property;

(11) Garbage cans, trash cans, recycling containers and bins, gabs and other trash collection devices in place before 5AM on the day of pick and 5AM the day after;

(12) Commercial garbage or recycling bins stored outside the dumpster enclosure;

(13) Accumulation of grease, oil or other hazardous liquids or materials on paved and unpaved surfaces, driveways, sidewalks, walkways or any other location;

(14) Tarpaulins or other unapproved screening materials used for any purpose other than in emergency weather conditions;

(15) Portable devices or equipment, including but not limited to play equipment, located or stored on any public street, sidewalk or public right-of-way;

City Utility Services

Water/Sewer Service

Water Department
420 South Imperial Avenue
Imperial, CA 92251
(760) 355-1247
<http://www.cityofimperial.org>



Trash Collections

Allied Waste Management Services
Residential Services
3354 Dogwood Road
Imperial, CA 92251
(760) 355-0004
<http://www.republicservices.com/>



Electricity

Imperial Irrigation District
Residential Services
333 East Barioni Boulevard
Imperial, CA 92251
(800) 303-7756 and/or (760) 335-3640
<http://www.iid.com/>



Gas Service

Southern California Gas Company
Local Office
1111 W Main Street
El Centro, CA 92243
(800) 427-2200
<http://www.socalgas.com/>



Telephone Service

Residential Services (800) 310-2355
Commercial Services (800) 750-2355
<http://www.att.com/>



Cable Company

Time Warner Cable
313 North 8th Street
El Centro, CA 92243
(760) 335-4800
<http://www.timewarnercable.com/>



2016

Water Turn - Off Schedule

JANUARY

S	M	T	W	T	F	S
					2	
3	4	5	6	7	8	9
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FEBRUARY

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28	29					

MARCH

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27	28	29	30	31		

APRIL

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MAY

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22	23	24	25	26	27	28
29	30	31				

JUNE

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

JULY

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AUGUST

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28	29	30	31			

SEPTEMBER

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OCTOBER

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30	31					

NOVEMBER

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20	21	22	23	24	25	26
27	28	29	30			

DECEMBER

S	M	T	W	T	F	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
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CLOSED THE FOLLOWING HOLIDAY

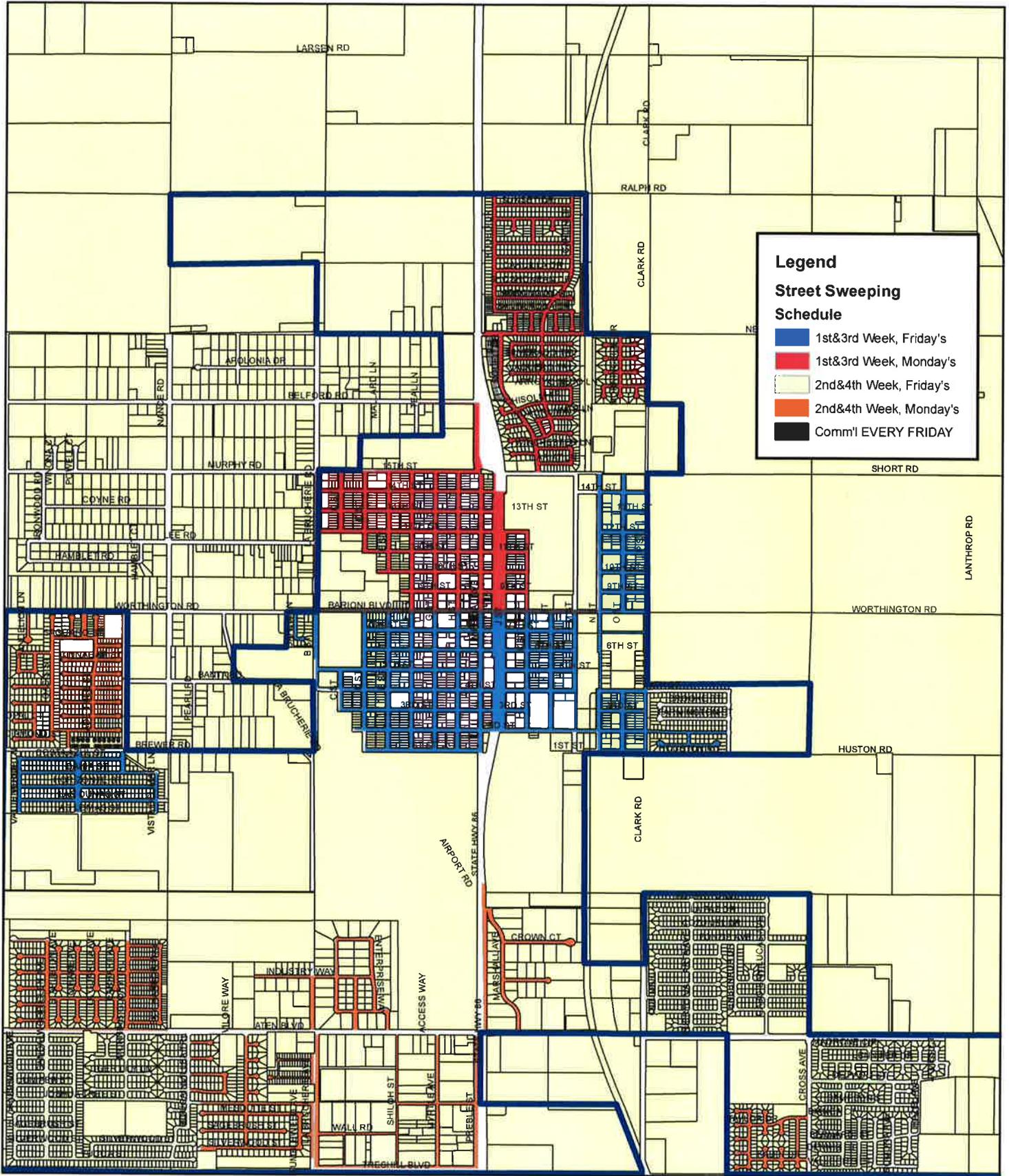
- New Year's Day
- Martin Luther King Jr
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

Notes:

City Of Imperial
 420 South Imperial Avenue
 Imperial, CA 92251
 Phone: 760.355.1247 Fax: 760.355.4718
 Office Hours
 Monday - Friday
 8:00 a.m. - 5:00 p.m.

 Scheduled Turn - Off Day

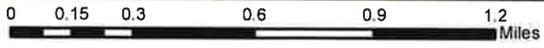
STREET SWEEPING MAP & SCHEDULE



Legend

Street Sweeping Schedule

- 1st&3rd Week, Friday's
- 1st&3rd Week, Monday's
- 2nd&4th Week, Friday's
- 2nd&4th Week, Monday's
- Comm'l EVERY FRIDAY



WHAT DOES A 20% REDUCTION in water use look like?



AVERAGE DAILY USE

The average Californian uses 196 gallons of water per day. Here are some easy ways to reduce water use. Find the right combination for you to reduce by 20% or 39 gallons a day.



FILL THE BATHTUB HALFWAY OR LESS

saves
12 GALLONS
per person



USE A BROOM TO CLEAN OUTDOOR AREAS

saves
8-18 GALLONS
per minute



WASH ONLY FULL LOADS OF CLOTHES

saves
13-45 GALLONS
per load



TURN OFF WATER WHEN BRUSHING TEETH OR SHAVING

saves
10 GALLONS
per person/day



TAKE FIVE MINUTE SHOWERS INSTEAD OF 10 MINUTE SHOWERS

saves
12.5 GALLONS
with a water efficient showerhead



WATER PLANTS EARLY IN THE AM

saves
25 GALLONS
each time you water



INSTALL DRIP-IRRIGATION

saves
15 GALLONS
each time you water



ADJUST SPRINKLER TO WATER PLANTS, NOT DRIVEWAY

saves
12-15 GALLONS
each time you water

For more tips on reducing water use, visit ivconserves.org



Imperial Valley

UNITED FOR CONSERVATION