New Customer Utility Brochure

The following information is provided to help you understand the City’s water and sewer billing and payment procedures. Please read the information provided carefully and don’t hesitate to ask our staff for assistance if you have any questions.

To find out if you have a leak, you may want to check

- **Your toilet** - It is not uncommon to lose thousands of gallons a day to a toilet leak. These are not always easily detectable. You can check for leaks by putting 10 drops of food coloring in the tank (red or green are best) and let it sit overnight without flushing. If the color shows up in the bowl, you have a leak that needs to be repaired. Check the flapper in the tank every year.

- **Dishwasher and clothes washer** - Look for drips or stains underneath or behind these appliances.

- **Indoor and outdoor faucets** - Replace worn gaskets and washers.

- **Sprinkler systems** - Check for damaged sprinkler system heads and system leaks.

**Tips on saving water at home**

- Turn off the tap when not in use.
- Install water-efficient taps and showerheads to cut water usage.
- Take shorter showers and turn off the shower while lathering and washing your hair.
- Turn water off when you brush your teeth.
- Rinse dishes in a plugged sink rather than under running water.
- Use a pail of water to wash your car rather than a hose.
- Collect water from your roof to water your garden.
- Use your dishwasher and clothes washer for only full loads.

**Utility Billing Office Hours**

Monday—Friday 8:00 to 5:00 (Except for Holidays)

Phone (406) 863-2457

Email utilities@cityofwhitefish.org

To pay your bill by phone call (406) 863-2400

To pay online go to www.cityofwhitefish.org

**City Non-Emergency Numbers**

City Hall (406) 863-2400

Building/Planning (406) 863-2414

Court Department (406) 863-2420

Fire Department (406) 863-2483

Parks & Recreation (406) 863-2470

Police Department (406) 863-2420

Attorneys Office (406) 863-2445

City Library (406) 862-9914

**Community Information**

Chamber of Commerce (406) 862-3501

CenturyLink (phone) (406) 758-1000

Flathead County Landfill (406) 758-5910

Flathead Electric Co-op (406) 751-4483 (after Hours-Emergency) 751-4449

**North Valley Refuse** (406) 862-4381

Northwestern Energy (Gas) (406) 751-2200

Charter (Cable) (877) 273-7626

U-Dig Call Center (Call before you dig) (406) 755-8344

USPS (post office) (406) 862-2151

Whitefish Mountain Sewer Dist. (406) 862-1900

**Whitefish Schools**

Elementary School (K-4th) (406) 862-8643

Middle School (5th-8th) (406) 862-8650

High School (9th-12th) (406) 862-8600

Remember Dial **911**

For Emergencies!
Customer Service Information

Starting Service
To set up a new utility account, an application form is available at the Utility Billing counter. Please know the service address, name of landlord (if applicable). A deposit in the amount of $150.00, is required before providing service on any new account.

Automatic Payment Plan
The City of Whitefish offers an Automatic payment plan that will not only save you the cost of a stamp, but gives you the peace of mind that your monthly bill is paid on time. When you enroll in the plan you will receive your monthly bill as usual. Authorization forms are available at the Utility Billing counter. Complete the form and submit it with a voided check to the Utility Clerk. On the tenth of each month, the net amount of your bill will be automatically debited from your checking account.

Payment Methods
Payments may be made by mail, in person at City Hall (1005 Baker Ave.), in our drop box available outside the City Hall’s front door or by phone 406-863-2400. Customers can also make payments by credit/debit card (Visa, MasterCard) online at www.cityofwhitefish.org. On the main web page select Pay Utility Bill Online, you will need your Web Id which is located on your bill or you can call the Water Department for that information.

Returned Payments
Any payments that are returned for Non-Sufficient Funds (NSF) are charged a $25.00 fee.

Garbage Pickup
The City of Whitefish has contracted with North Valley Refuse to provide billing and hauling service for the entire City. Please contact them at 862-4381, regarding any questions about billing and pickup service.

Central Recycle Site
- 5 Columbia Ave (Railway & Columbia Ave)

Utility Billing Schedule
- Utility bills are mailed at the end of every month.
- Utility bills are due and payable upon receipt. Any bills not paid by the 20th of each month, will be considered delinquent
- Utility bills become delinquent on the 21st day following the original bill date. At that time a late notice will be sent and a $10.00 fee will be added to the account.
- In this late notice it will inform you of a date that a door tag will be hung and a $15.00 fee applied, and the turn off date.
- If the account continues to remain delinquent, on the turn off date, a $40.00 fee will be added to the account, whether or not the water is physically turned off.

Non-Delivery of Bill
Late or non-delivery of utility bills by the post office does not void the utility billing and payment policies. If the post office has not delivered your bill by the 5th of the month, contact the Utility Billing office

E-bills
You can now have your utility bill sent directly to an email. It’s FREE and if you don't like it you can change it back at anytime. For more information contact the Utility Billing Clerk.

SUMMER WATERING
Residential customers who do not have a separate irrigation meter are allowed a monthly summer watering maximum of 12,000 gallons per month for water at a reduced rate, based on the average used during the seven monthly billing periods from November through May. Residential customers with no consistent or consecutive usage during one of the seven monthly billing periods from November through May are not allowed an average for the summer months. Sewer charges are based on the average used during the seven monthly billing periods from November through May. For those who use a lot of outside water, such as for lawn sprinkling, it is possible to purchase a separate meter for sprinkling. This meter is purchased through the Utility Billing office, and the cost of purchase and installation by a licensed plumber is the property owner’s responsibility.

Some facts about summertime sprinkling:
- Most lawns only need 1 inch of water each week, which can easily be achieved by sprinkling your lawn for about an hour once a week.
- Watering at night or early in the morning is best, as water evaporates quickly during the heat of the day.
- Less frequent watering actually encourages deeper, healthier lawn roots.
- Don't cut your grass too short. Grass retains more moisture if mowed to about 2.5 to 3 inches.
- Aerating your lawn by punching holes in it about 4 inches apart can allow for better water absorption and a healthier lawn.
- Raking compost over your lawn can also improve moisture retention and reduce the need for fertilizers.
- Reducing weeds in your lawn and garden can lessen the competition for water and fertilizer.
- Mulching your garden with organic matter improves nutrient content, water retention, reduces erosion and discourages weeds while reducing water evaporation in your garden.
- More yard tips, visit www.msuextension.org - Yard & Garden.

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