



**CITY OF HARVEY
MUNICIPAL UTILITIES POLICY GUIDE**

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AVAILABILITY OF SERVICE

-Two Classes – Residential and Commercial
-Customer will be charged a monthly charge to cover debt incurred by each utility. Customers are required to pay for this availability. Rates are as follows –

Residential

Water - \$19.00 (2000 Gallons)
Water Main I - \$10.00
Sewer - \$10.50
Garbage - \$19.00
Street Lights - \$1.50
Recycling - \$1.00
Water Main II - \$7.20
Mosquito Control - \$1.00
Infrastructure - \$1.50
Total - \$70.70

Commercial

Water - \$20.00 (2000 Gallons)
Water Main I - \$10.00
Sewer - \$12.50
Garbage – Special Fixed Rate
Street Lights - \$1.50
Recycling - \$1.00
Water Main II - \$7.20
Mosquito Control - \$1.00
Infrastructure - \$1.50

Water is \$5.00 per thousand after the first 2000 gallons

New Customer Fees

-Deposit – A \$75.00 deposit will be required to be paid prior to the start of service. The deposit will be kept until the customer leaves this property. If you are a renter, it will be applied to the final bill when you leave and a refund will be given if due. If you are an owner, you will receive the \$75.00 back in credit on your bill after one year as long as you have made your payments on time during that year.

Billing and Payment

-Utility bills are sent out the first day of each month. They are due and payable within 20 days of the billing date.

-Payments can be paid by check, money order, cash or pay online by going to www.harveyndpayments.com or calling 1 (877) 794-0246. They can be dropped off at the office, or placed in the payment box outside the front door or mailed.

Meter Readings

-Customers are required to read their own meters and send their reading in with payment.

Delinquent Accounts

-A penalty of \$5.00 will be applied to bills 30 days past due and over.

-If a customer's bill becomes 30 days past due, a Shut-Off Notice will be sent to them. This is the only notice they will receive. The customer will have 15 days from the date of notice to pay their bill. If payment is not received by 1:00pm on the due date, water will be shut off and services terminated. Customer will be required to pay bill in full plus a \$100.00 connection fee before water is turned back on and services reinstated.

Meter Access

-All meters, one inch and smaller are the property of the City of Harvey. For the purpose of repairing, installing, reading, approving, inspecting or disconnecting, owners must allow the City entry to the meter at any reasonable time during the day.

Returned Check Policy

- If a check is returned to the City due to insufficient funds or a closed account, a service fee of \$10.00 will be charged to the customer. The customer will also need to make the check good within 5 days with a CASH payment only. Failure to do this will result in disconnection of utilities.

Garbage Service

-South side pickup is on Tuesdays

-North side pickup is on Thursdays

-Commercial is Mon, Wed, Fri.

-All customers are required to supply their own garbage cans. They must have a maximum capacity of 32 gallons and not weigh over 50 pounds when filled. Containers shall be placed in the alley of those lots having access to an alley and along the curb if there is no alley. No garbage shall be burned within the City.

-The garbage charge on your bill is for your regular household garbage. There will be an extra charge for the following –

\$10.00 – Furniture or Mattresses

\$3.00/square yard – Carpet

\$5.00 – Tires

-If you are doing a construction project or cleaning out, we ask that you call for a dumpster. We have 4 yard dumpsters available and cost is \$15.00/yard. So if you fill it, it will cost you \$60.00 to empty it. If you are shingling your roof, the cost is \$19.00/square if you haul them to our landfill, \$22.00/square if you get a dumpster.

-If a holiday falls on your regular garbage day, pickup will normally be the next day, unless it is a weekend. Listen to 1470 KHND AM to see when pickup will be.

Recycling

-Hav-it Recycling picks up recycling the first Wednesday of each month. They accept newspapers, magazines, junk mail, paper, corrugated cardboard, aluminum cans, books and metal cans (with labels removed and cans washed out)

Pets

-All dogs and cats are required to be licensed within the City. Cost is \$5.00 per year. Stop in at the Police department to receive your tags. Be sure to bring along proof of rabies vaccinations.

Building Permits

-If you are building a garage, shed, deck or an addition to your house, you are required to get a building permit from the City before any construction begins. You do not need a permit for siding your house, shingling or windows. If you want to move a building or shed onto your property, you must first get a moving permit. A permit is not required to put up a fence. No fence shall be over 3 feet in the front yard and not over 6 feet in the rear. They may not be located nearer than 5 feet of the rear lot line if adjacent to an existing or platted alley. If you are not sure where your property lines are, we can mark them for you for a cost of \$50.00

Ending Statement

-The City Council and the City of Harvey reserves the right to change the City of Harvey Municipal Utilities Guide without notification to its customers.

Policy Adopted by Harvey City Council on April 7, 2003

Updated 1-11-16

The City of Harvey is an Equal Opportunity Provider