

# Hiawatha Water Department

Customers are required to sign up for Water service on or before their move in date. Each customer will need to: fill out an application card, supply a photo ID and pay a deposit

## HOW MUCH IS THE DEPOSIT?

**Water Customer Deposit: \$100.00. Sewer Only Customer Deposit: \$50.00.**

**Any owner or renter within Hiawatha is required to make a deposit on their water/sewer account.**

Any customer wishing to withhold SS# will be required to pay a higher deposit. If after 2 years of good credit and no delinquent payments, the deposit may be applied to your account. Upon termination of service the deposit will be applied to your final bill and the remaining amount is returned to you. This deposit helps to ensure that owners and tenants notify us when they are moving.

## WHEN AND HOW OFTEN WILL I RECEIVE A BILL?

Bills are produced monthly for water, sewer, storm water & maintenance program. **Bills are sent out the first of every month, due by the 20<sup>th</sup>. A 10% penalty is added after the 20<sup>th</sup>.** 30 days after the bill becomes delinquent and arrangements have not been made, the water service will be terminated. To reinstate service after termination the Water Department requires that the bill plus all applicable fees be paid in full during business hours. Landlords are subject to receive a copy of your delinquent bill.

## WHAT ABOUT SEWER, STORM (ST) WATER & MAINTENANCE PROGRAM (MP) CHARGES?

**Sewer charges are based on water consumption. 107% of the billed water consumption is your sewer charge. Storm (ST) water utility is a monthly charge:**

For Residential: per meter, unit apartment & mobile home: \$4.50

For Business, Commercial, and Industrial: Fees based on Impervious Area

Although sewer and storm water charges are shown on the water bill, rates are established by the City Council.

**MP charges:** a fixed rate of \$2.25 per residential unit. Business, Commercial, & Industrial meter charges are based on meter size. For a breakdown of these charges, see our website or contact the Water Department, 319-393-5556.

**TF Charges:** a fixed rate of \$2.00 per water meter. This fee is used to replace the trees in Hiawatha's parks, ROW and City owned property that were lost during the 2020 Derecho.

## HOW TO PAY MY WATER BILL

### IN PERSON, DIRECT PAYMENTS, CREDIT or DEBIT CARDS, AND BY PHONE

**IN PERSON:** Water Bills can be paid in person at Hiawatha City Hall, 101 Emmons St.

***Monday thru Friday Excluding Holidays.***

We also have a night deposit box in the city parking lot.

**MAILED:** Water bills can be mailed to PO Box 485, Hiawatha, IA 52233.

***Please be aware that if you send your payment to 101 Emmons St., it may be subject to late fees.***

**PHONE PAYMENT:** We also accept credit/debit card payments by phone:  
1-877-690-3729 (jurisdiction code 2510) Be sure to have your account # handy.

**ONLINE & AUTOMATIC PAYMENTS:** You can also pay your bill with a click of a button using our new FrontDesk payment system from your computer or smart phone. You can setup your account to pay with a credit/debit card. Or you can setup Automatic Payments from a checking/saving account or a credit/debit card.

**EMAIL BILLING:** Want your bills emailed? Once you setup your account in our new FrontDesk system using the following steps, you will automatically get your bills by email.

To register for online payments (after you receive your first water bill) go to the City of Hiawatha Website [www.hiawatha-iowa.com](http://www.hiawatha-iowa.com), Departments, Water, Pay My Bill. Or call the Water Office for assistance.

**After you receive your first water bill, follow these instructions:**

Click **Create Now** at the bottom of this screen

Select **Yes** on the next page.

**FrontDesk will walk you through the required steps.**

You will want to have your current water bill in hand as you will need:

- Account number
- Property location (located on the right side of your bill above the perforated line.
- Last billed amount.

Once you register you will receive a confirmation email. Be sure to click the **ORANGE** Confirm FrontDesk button in the email within 30 minutes of creating your account.

**Have multiple accounts?** Once you have setup one (1) account through FrontDesk, go to the Utilities tab. Click the blue **Existing Account** button on the right side of the screen to link all accounts together.

**VISIT OUR WEBSITE AT [www.hiawatha-iowa.com](http://www.hiawatha-iowa.com) TO SEE HIAWATHA'S WATER QUALITY REPORT**

## WHAT ABOUT SOLID WASTE?

The City of Hiawatha licenses all refuse haulers who are able to pick up garbage from your property. ***YOU MUST CONTACT AND PAY THE REFUSE HAULER OF YOUR CHOICE.*** If you want to haul something to the landfill, please call Bluestem Solid Waste Agency at 319-398-1278, to obtain their rules. Recycling in Hiawatha will be through your garbage hauler as well. See individual hauler information below.

<b>RESIDENTIAL and COMMERCIAL GARBAGE HAULERS</b>	<b>TELEPHONE</b>
ABC Disposal Systems Inc. 113 Reynolds Place, Hiawatha, IA 52233	319-395-0904
A-1 Disposal Services Inc. 5415 Downs Blvd SW, Cedar Rapids, IA 52404	319-364-1566
Rudd Sanitation Inc. 151 Commercial St., Central City, IA 52214	319-438-6563
Waste Management 2401 Scott Blvd SE, Iowa City, IA 52240	319-364-6900
Wilson's Rubbish Hauling Inc. 6709 C St. SW, Cedar Rapids, IA 52404	319-848-7101
Republic Services 901 Ingleside Dr. SW, Cedar Rapids, IA 52404	563-332-0050

## **IMPORTANT CITY TELEPHONE NUMBERS:**

### **Hiawatha City Hall**

101 Emmons Street  
Hiawatha, IA 52233

#### **Clerk's Office**

**(319) 393-1515 or (319) 393-1516 Fax**

Mayor: Bill Bennett

City Administrator: Dennis Marks

City Clerk: Kari Graber

Finance Director: Cindy Kudrna

#### **Water Department**

**(319) 393-5556**

Water Superintendent: Marty Recker

Water Clerk: Sara Ries

Water Clerk: Stacey Carter

#### **Street/Maintenance Department – (319) 393-6601**

Superintendent: Rod Jasa

#### **Hiawatha Public Library – (319) 393-1414**

Library Directory: Jeaneal Weeks

#### **Hiawatha Community Center (319) 393-9348**

101 Emmons St.

Hiawatha, IA 52233

***For rental information call City Hall Park & Rec Dept.***

#### **Building Department/Community Development**

**(319) 393-1515**

Building Official: Patrick Parsley

Asst. Building Official: Jim Fisher

Building Inspector I: Kirk Wilson

Permit Tech/Clerk: Tiffany Stinson

#### **Fire Department – (319) 393-4180**

Fire Chief: Matt Powers

**(NON-EMERGENCY)**

#### **Parks and Recreation**

**(319) 393-1515**

Director: Kelly Willadsen

Recreation Coordinator: Ambyr Severson

#### **Police Department – (319) 393-1212**

Police Chief: Ben Kamm

**(NON-EMERGENCY)**