NEW RESIDENT or RENTER
QUESTIONS and ANSWERS

What are Ivins City business hours?
Monday through Friday, 8:00 AM to 5:00 PM. The administrative office remains open during the lunch hour; however, all other departments are closed from 12:00 PM to 1:00 PM. Offices are closed for all major holidays.

Does Ivins City have a website?
www.ivins.com You can find helpful information regarding business licenses, employment opportunities, recreational activities, community calendar, City Council agendas and minutes, and much more.

How do I contact the Mayor and City Council members?
Contact information can be found on our website’s Government tab.

How can I receive my utility bill via email?
If you would like to receive your bill via email open an account with Xpress Bill Pay and sign up for Paperless Billing. You do not have to pay through Xpress Bill Pay but you do need to click the toggle button on your ‘dashboard’ located on their website to receive an electronic statement from Ivins City each month. If you have trouble setting this up, call Xpress Bill Pay customer service at 800-766-2350.

Does Ivins City have a newsletter and how do I get a copy?
You can sign up to receive our newsletter by going to our website www.ivins.com under ‘Quick Links’ where it will say “Subscribe to Newsletter”. Our newsletter can be viewed on our website where it can also be downloaded.

How do I order garbage cans?
Call Washington County Solid Waste (WCSW) at 435-673-2813 for a garbage can (up to 2 gray/sage cans) and a BluCan (1 royal blue). Garbage and recycling fees are included in your Ivins City utility bill. If the garbage can(s) becomes damaged or lost, contact the number above for replacement, or visit their website, wcsw.org.

What day is garbage and recycling collected?
Monday including all holidays -- ML King Day, Memorial Day, Labor Day, etc. Garbage can(s) may be placed at the curb Sunday evening (garbage trucks can come as early as 6:00 AM Monday). Please place can(s) 2 feet apart. If your garbage is not picked up by late afternoon, call Republic Services at 435-628-2821.

Recycling is collected every other Monday. The schedule is posted on our website’s home page and calendar under the Administration tab; www.ivins.com Visit www.blucan.org for information on what is recyclable. If your recycling is not picked up by late afternoon, call Republic Services at 435-628-2821. Visit www.wcsw.org to sign up for reminder alerts.

Does Ivins City have a place to drop off recycling materials?
Binnies are provided by Washington County Solid Waste located: (1) behind City Hall; (2) at 200 East between 400 and 500 South (north of Lightfoot’s) -- this location also takes corrugated cardboard.

Are dumpsters located anywhere in the City?
Dumpsters are available once a month at the top of 100 West. Dates are posted in the newsletter and on our website’s calendar under the Administration tab. The gates open at 8:00 AM and are closed by 3:00 PM, or once the dumpsters are full, whichever occurs first. Remember no construction materials or large items.

Where is the Washington County Landfill?
330 N Landfill Road, Washington City. Website www.wcsw.org or call 435-674-7623 with questions.

What about postal services?
Mail posted to Ivins City is routed through the Santa Clara Post Office, 1400 Chapel St. Santa Clara. 435-628-2112. This is where to begin or temporarily stop mail service; they also have keys to the community style mailboxes.
Ivins City has a satellite post office at 555 S 200 E, 435-628-1381, for all other postal needs. Hours are: 9:00 AM to 4:00 PM, Monday – Friday, last mail pickup for the day is 2:30 PM. Saturday hours are 9:00 AM – noon. Closed holidays.
Does Ivins have a police department or a fire department?
Yes, we have a full-time public safety department. Our law enforcement officers are cross trained as EMTs and firefighters. We are licensed for Intermediate Ambulance Transport and our fire station is staffed with EMTs 24/7. We also have a very active volunteer fire department. In an emergency please call 911. If you have a non-emergency, call Washington County Dispatch at 435-634-5730 to report an incident or talk to a police or animal control officer.

Where do I register my vehicle? – Next door to the DL Div.
Washington County DMV, 100 South 5300 West, Hurricane. 435-251-9520.

Where do I get a new driver’s license? – Next door to the DMV
Washington County DL Div., 100 South 5300 West, Hurricane.

Where do I register to vote?
Washington County Clerk-Auditor’s office, 197 E. Tabernacle, St. George. 435-634-5712. Also, if you get a new driver’s license, you can register to vote when applying for your license.

Who do I call when a streetlight is out?
During City business hours call Public Works at 435-634-0689, after hours call Rocky Mountain Power at (888) 221-7070. If possible, have the pole number (often found on the front of the pole) ready when you call.

Who do I call if I want a burn permit?
There are certain times of the year that burning is allowed, usually in the spring and fall. A direct line for burn permit information is 435-627-4949. You may also call Washington County Dispatch at 435-634-5730.

Where are the local parks in Ivins?
The Ivins City Park is located at Main Street and 100 North. UNITY Park is located at 200 West 400 South. For more area park locations, go to www.ivins.com, select ‘Parks and Recreation’ in the tool bar, then select ‘City Parks’ from the left hand menu.

UTILITY ACCOUNT INFORMATION

 QUESTIONS - CALL THE UTILITY DEPARTMENT (435) 628-0606 option 1

BILLING CYCLE – UTILITY SERVICE
Your utility service is billed on the first business day of each month for the prior month’s services. Payments are due by the 20th. A 5% late penalty is assessed on the outstanding balance after the 20th.

Renters Only – $100 Water Deposit + $25 non-refundable processing fee. Deposits will be applied to unpaid balance 30 days after the final bill is generated. Any remaining amount will be forwarded to the address provided on the Renter Move Out Form. The processing fee covers the cost of reading the meter at start of service.

PAYMENT OPTIONS

Direct Pay automatically deducts the amount of your outstanding balance from your bank checking account just prior to the 20th of the month. This is an in-house system and is controlled entirely by Ivins City personnel.

Online Bill Pay - Third Party Vendor - No Charge for This Service
Go to www.xpressbillpay.com to set up an account and make payments online. Allow 2 days for processing.

Your Bank's Bill Pay
Set up through your bank’s online bill pay service using your personal computer. In order to avoid late penalties, we recommend sending payments no later than the 10th of the month. Payments are notelectronically transferred; instead a check is created and mailed via USPS, often from an East Coast location of the vendor that your bank selects to provide their mailing service.

We suggest you disregard the timeframe your bank may indicate for delivery.

US Mail - USPS
Payments can be mailed to Ivins City, 55 N Main St, Ivins, UT 84738. Allow 5-7 days for mail to be delivered.

Drive-up Window
There is a drive-up window on the north side of Ivins City Hall which is open during normal business hours.

Lock Box
Drop off a payment in Ivins City Hall’s lock box just 30 feet west of the drive-up window – North side of bldg.

In Person
Drop off a payment at Ivins City Hall during normal business hours.
# RESIDENTIAL UTILITY RATES

**Effective July 01, 2022**

**IF ENROLLED FOR RECYCLING**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>Infrastructure – Water Delivery System, i.e., pumps and pipes in the ground</td>
<td>$19.67</td>
</tr>
<tr>
<td>Sewer</td>
<td>Infrastructure – Transportation System, i.e., pumps and pipes in the ground</td>
<td>$28.49</td>
</tr>
<tr>
<td>Storm Drain</td>
<td>Infrastructure – Storm Water Diversion System, i.e., pipes, culverts and aqueducts</td>
<td>$14.05</td>
</tr>
<tr>
<td>Garbage</td>
<td>Collection System – Garbage Can(s), trucks, and drivers</td>
<td>$13.40</td>
</tr>
<tr>
<td>Recycling</td>
<td>Collection System – BluCan Recycling, trucks, and drivers</td>
<td>$5.66</td>
</tr>
<tr>
<td>Washington County Water Surcharge</td>
<td>Funding for Future Water Development</td>
<td>$1.75</td>
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$83.02 FLAT RATE + _________ = $ ____________ Total Ivins Utility Bill

Value of Water Used – See Chart Below

**IF NOT ENROLLED FOR RECYCLING**

<table>
<thead>
<tr>
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<th>Rate</th>
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$77.36 FLAT RATE + _________ = $ ____________ Total Ivins Utility Bill

Value of Water Used – See Chart Below

## FOUR-TIERED INCREASING RATE STRUCTURE

<table>
<thead>
<tr>
<th>Tier</th>
<th>Gallons Range</th>
<th>Rate</th>
<th>Gallons</th>
<th>Rate</th>
<th>Gallons</th>
<th>Rate</th>
<th>Gallons</th>
<th>Rate</th>
<th>Gallons</th>
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<tbody>
<tr>
<td>1st Tier</td>
<td>0 to 7,000 Gallons</td>
<td>$2.54/1000 Gallons</td>
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<td>$2.54</td>
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<td>$2.54</td>
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<td>$2.54</td>
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<tr>
<td>2nd Tier</td>
<td>7,001 to 15,000 Gallons</td>
<td>$3.46/1000 Gallons</td>
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<td>$3.46</td>
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<td>$3.46</td>
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<tr>
<td>3rd Tier</td>
<td>15,001 to 30,000 Gallons</td>
<td>$4.26/1000 Gallons</td>
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<td>$4.26</td>
<td></td>
<td>$4.26</td>
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<td>$4.26</td>
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<tr>
<td>4th Tier</td>
<td>30,001 + Gallons</td>
<td>$5.44/1000 Gallons</td>
<td></td>
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<td></td>
<td>$5.44</td>
<td></td>
<td>$5.44</td>
<td></td>
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</table>
IMPORTANT PHONE NUMBERS

Emergencies

EMERGENCY
Washington County Dispatch (non-emergency direct line) 435-634-5730

Ivins City

Building Department 435-634-9753
City Hall 435-628-0606
Parks Department 435-634-7719
Public Safety Department - (Consolidated Santa Clara - Ivins) non-emergency direct line 435-652-1122
Fire Station – (2 lines) 435-674-5503 435-674-1083
Public Works 435-634-0689
After Hours Water/Sewer (Washington County Dispatch) 435-634-5730

Utilities

Company | Service Provided
--- | ---
Republic Services | Garbage & Recycling
Washington County Solid Waste | Provides BluCan and garbage can(s), repair & replacement
| 1 BluCan and up to 2 garbage cans – colors are irrelevant

Rocky Mountain Power | Electricity 888-221-7070
Dominion Energy | Natural Gas 800-323-5517
| Report Gas Leaks, Breaks, Odors 800-541-2824
CenturyLink | (copper wire) Telephone, Internet, TV 800-244-1111
TDS Telecom | (coaxial cable) TV, Internet, Telephone 877-422-5282
***
Blue Stakes | Locates buried utility lines before you dig 800-662-4111

Schools

Name | Grades
--- | ---
Coral Cliffs Elementary School | Kindergarten --> 5 435-652-4712
Red Mountain Elementary School | Kindergarten --> 5 435-656-3802
Vista Charter School | Kindergarten --> 8 435-673-4110
Lava Ridge Intermediate School | 6 --> 7 435-652-4742
Snow Canyon Middle School | 8 --> 9 435-674-6474
Snow Canyon High School | 10 --> 12 435-634-1967
Tuachan High School - Preforming Arts | 9 --> 12 435-652-3201
Rocky Vista University | 435-222-1239
Dixie State University | 435-652-7500

Government Offices

Department of Motor Vehicles (DMV) - greater St George area, located in Hurricane, UT 800-368-8824
Drivers' License Division - greater St George area, located in Hurricane, UT 800-222-0038
Post Office - Ivins (satellite - last mail out at 2:30 pm - closes at 4 pm) 435-628-1381
Post Office - Santa Clara (full service - Ivins City mail is routed through here, mailbox keys) 435-628-2112
Southern Utah Health Department 435-673-3528
Washington County Burn Permits 435-627-4949
Washington County Justice Court 435-634-5728
Washington County Landfill 435-674-7623
Washington County Voter Registration 435-634-5712

Health

Hospital: IHC – St George Regional Hospital 435-251-1000
InstaCare: IHC - Sunset Clinic 435-634-6000
Rocky Vista Health Center - Ivins 435-233-9500
Southern Utah Veteran’s Home 435-634-5220

Rev 2018-07-01