



305 N. Third Street, P. O. Box 375  
Eldridge, IA 52748-0375  
(563) 285-4841  
(563) 285-7376 Fax  
WWW.CITYOFELDRIDGEIA.ORG

**Dear New Customer,**

**WE**, of Eldridge, wish to welcome you and to extend an invitation for you to become an active member of our community. It is our hope that the pride, which we have in our City, will be contagious and that you will help to keep the community a clean, wholesome and progressive place in which to live. Here are bits of information which you may find helpful and may want to keep for future reference.

**CITY HALL** - office hours are 8:00 am to 4:30 p.m., Monday through Friday. City Council meetings are held the first (1st) and third (3rd) Mondays of each month. Community Center Board meets the second (2nd) Thursday of each month. Park Board meets the second (2nd) and fourth (4th) Tuesdays of each month. Plan and Zone meets the third (3rd) Thursday each month. The Utility Board meets on the first (1st) and third (3rd) Tuesday of each month.

**METER DEPOSITS** - City ordinance requires each customer to sign a request for utility service and post a deposit of \$100.00 on electric and \$50.00 on water before service can be provided. Your deposit will be applied to your account after 12 months if all payments have been paid on time. If you should move during that time, your deposit will be credited to your final bill. Meters are read on or near the 15th of the month and bills are mailed on the first (1st) with utilities being payable at the City Office on or before the 20<sup>th</sup>. Accounts not paid by the 20<sup>th</sup> are considered delinquent and shall have late payment penalties applied to the balance. Water has both chlorine and fluoride added according to State specifications. A copy of the City utility rate schedule is attached.

For **gas** service, call MidAmerican Energy in Davenport at ~**888-427- 5632**.

**SANITATION** - Garbage pickup is Wednesday for residents *on* LeClaire Road and to the north of LeClaire, and the golf course area. Pickup is Thursday for residents *south* of LeClaire Road (but not including LeClaire) except Businesses and multi-dwelling homes excluding legal holidays, when pickup will be the first work day after the holiday. Each week garbage will be limited to the garbage tote supplied to you by the city. If you have waste that exceeds the capacity of the tote provided you may obtain a specially marked extra garbage sticker at City Hall. Place containers near the curb with the silver bar toward the street, and the handles away from the street for convenient pickup. Garbage should be set out no later than 7AM..  
(For complete list - see attached)

**RECYCLING** - Recycling items must be separated from normal household garbage. Recycling pickup is every other week, on your garbage day for all residents, excluding legal holidays when pickup will be the first work day after the holiday. Recycling should be set out by 7AM. Totes for recycling have a gray lid and are available at City Hall. You may request the bigger 95 gal.recycle tote if the 65 gal tote provided is not large enough. Recycling pickup fee is included in Garbage pickup monthly fee.  
(For complete list - see attached)

**YARD WASTE** - Yard waste such as grass or leaves must be separated from normal household garbage and placed in 2 ply paper bags, up to 32 gallons, not weighing more than 50 lbs. These bags must have a CITY OF ELDRIDGE YARD WASTE "TAG" attached. The special tags imprinted 'CITY OF ELDRIDGE' may be purchased, in sheets of 5, from **City Hall, North Scott Foods or Eldridge True Value. Curbside collection for bags with stickers will start the first Monday in May to October 15. During this time all paper yard waste bags must have a CITY OF ELDRIDGE YARD WASTE "TAG" attached.** To dispose of your own yard waste, a truck is located inside the gates of the city shop at 105 E. LeClaire Road. This truck will be available every Wednesday (9am-5pm) and Saturday (9am-4pm) starting in April and ending the end of November. All waste must be in paper yard waste bags or loose. You must present a drivers license or other form of identification proving Eldridge residency when dropping off waste at the shop. **Curbside collection is free every Monday in April and the first Monday after October 15 to the last Monday in November. During free pick up you can still drop your yard waste at the city shop on Wednesdays (9am—5pm) & Saturdays ( 9am—4pm).** Tree limbs larger than 6" in diameter cannot be shredded and must be disposed of by the resident. Small twigs and loose brush will only be picked up if placed in Eldridge yard waste bags for disposal, **DO NOT** include in normal household garbage. **Brush** such as tree branches, tree trimmings, twigs and bushes will be collected curbside at no cost. Brush must not exceed six inches (6") in diameter, and no longer than five feet (5') in length. Brush must be bundled with a sturdy twine, no wire, tape or plastic ties. Bundles must weight no more than 50 pounds. Place brush at curbside on Mondays for free pickup. **There is no need to call in your address.**

**ANIMAL ORDINANCE** - Eldridge requires the licensing of dogs & Cats and immunization for rabies. Licenses may be obtained at City Hall upon presentation of a valid rabies certification. Renewal of an animal license must be paid by April 30th of each year to avoid a late charge. You must clean up after your pet, whether on public or private property. Dogs & Cats are forbidden to run loose. If your dog or cat gets loose, contact the Police Office - it may have been picked up. If the animal is not licensed and picked up there will be an additional fee.

**BUILDING PERMITS** - City ordinance requires a permit for new construction, remodeling, electrical work, plumbing installation, heating, air conditioning, fencing, public sidewalks, driveway approach, accessory buildings larger than 120 sq. ft. of floor area, etc. Permits can be obtained from the City Building Inspector at the City Hall. Violation of this ordinance can result in a severe penalty.

**SNOW REMOVAL** - After **two (2) or more inches of snowfall**, or any other time a snow emergency is declared, **ALL VEHICLES MUST BE PARKED OFF THE STREET** to allow snow removal. Parked vehicles found blocking the snow removal process will be ticketed and/or towed away at the owner's expense. It is further **REQUIRED THAT SIDEWALKS ARE CLEARED AS SOON AS POSSIBLE AFTER THE SNOW STOPS.** In the event such snow and/or ice remain more than thirty-six hours (36) hours, then the city may remove snow and/or ice at the owner's expense.

**POLICE DEPARTMENT** - County emergency number is **911**. If you need non-emergency police assistance, the phone number is 285-9822 (this rings through City Hall during office hours and through Scott County after office hours). **Bicycle registrations** are also issued through this department. There is an Eldridge Police Officer on duty at all times.

**FIRE DEPARTMENT** - County emergency number is **911**. If you wish to contact the fire department for other business, please call **285-9827**. If you have any other questions please feel free to stop at the City office located at 305 North Third Street or phone **285-4841**. We are here to assist you.

**COMMUNITY CENTER** – The Eldridge Community Center/Skatepark is located at 400 South 16<sup>th</sup> Avenue. The Community Center is a self-supported facility owned by the City of Eldridge. Rooms are available for meetings, workshops, banquets, wedding receptions and other gatherings. A multi-purpose roller skating rink is located in the facility. Public skating is Sunday afternoons, Friday evenings and weekdays seasonally. Further information is available by calling **(563) 285-8415**.

**SENIOR CITIZEN MEAL SITE** – The Meal Site is located in the Eldridge Community Center. Noon meals are available by reservation on Mondays, Wednesdays, and Fridays. Further information is available by calling the Community Center (563) 285-8415 or the Meal Site manager, Arliss Whisler at (563) 285-9712.

**CITY OF ELDRIDGE**  
**UTILITY RATE SCHEDULE – August 1, 2016 billing**  
**UTILITY RESOLUTION #2016-361 E**  
**REVISED AND ADOPTED July 1, 2016**

**Electric Rates**

- 1. Residential Consumers:** Applicable to single family residences, individually metered apartments and churches for all domestic purposes, including space heating, when all services are supplied through a single meter and whose entire requirements are provided by the electric utility. Not applicable to resale, stand-by, or auxiliary service.

	<b>WINTER</b>	<b>SUMMER</b>
Customer Charge.....	\$ 7.00	\$ 7.00
All energy.....	0.0657 per KWH	0.0760 per KWH

- 2. Residential - ALL ELECTRIC Consumers:** Applicable to single family residence and individually metered apartments for all domestic purposes, including space heating, when all services are supplied through a single meter and whose entire requirements are provided by the electric utility, and the primary source of winter space heating is electrical energy. Not applicable to resale, stand-by, or auxiliary service.

Customer charge .....	\$ 7.00	\$ 7.00
First 200 KWH.....	0.0630 per KWH	0.0730 per KWH
Each KWH over 200 .....	0.0561 per KWH	0.0730 per KWH

- 3. Commercial Consumers:** Applicable to non-residential customers whose monthly demand does not exceed 100 kW per month for twelve (12) consecutive months and whose entire requirements are provided by the electric utility. Not applicable to resale, stand-by, or auxiliary service.

Customer Charge .....	\$ 14.00	\$ 14.00
First 1,000 KWH .....	0.0795 per KWH	0.0795 per KWH
Each KWH over 1,000.....	0.0710 per KWH	0.0795 per KWH

- 4. Industrial Power Consumers:** Applicable to non-residential customers whose monthly demand exceeds 100 kW per month. Subject to a maximum of \$0.0847 per kWh during October through May and \$0.1969 per kWh during June through September. Customer shall remain on Industrial rate until demand drops below 100 kW for three (3) consecutive months. Not applicable to resale, stand-by, or auxiliary service.

Customer Charge, per month ..... \$75.00

Monthly Demand Charge:

June through September ..... \$10.10 per KW  
 October through May ..... \$ 5.29 per KW

Energy Charge:

All energy Summer..... \$ 0.0460 per KWH  
 All energy Winter..... \$ 0.0440 per KWH

- 5. Security Lights:**

100 Watt HPS ..... \$ 7.16 per month  
 400 Watt HPS ..... \$16.61 per month  
 All of the above security lights priced on City Utility poles,  
 \$1.00 less if on customer's pole.

6. **Net metering:** Net Metering shall be available to any generating unit which meets all the following criteria:
  1. Derives substantially all of its energy input from solar, wind, waste management, resource recovery, refuse-derived fuel, or biomass.
  2. Does not have expected annual energy production in excess of 110% of the retail customer's energy usage for the twelve (12) months prior to installation.
  3. The nameplate capacity of the installed generation at a given site is not greater than 15 kVA.

Any customer requesting Net Metering Service must complete the following steps:

1. Complete an application in a form approved by the Utility.
2. Ensure installation of an outside-mounted visible disconnect switch on the owner's side of the meter. Said disconnect switch must be accessible and provide the ability for Utility employees to operate and lock in place the switch in a manner consistent with the Utility's lock-out/tag-out procedures.
3. Have all necessary building permits and inspections completed by the relevant code enforcement agency.
4. Have the facility inspected and approved by the Utility upon completion and prior to interconnection to the Utility.
5. On an annual basis, the customer shall have an inspection of the installation completed by the Utility.

For net metering applications, a single, bi-directional meter will be installed. Customer billing for a given month will be based on the net metered energy used by the customer. If there is energy generated in a given month in excess of the customer's usage (energy supplied by customer to the Utility), the excess energy will be carried forward to the next billing month and applied as a credit against metered usage.

Any excess energy remaining in customer's account as of the end of the billing cycle ending in December will be purchased as a rate of \$0.031/kWh. The balance will be reset to zero for the January billing cycle.

7. **Demand** for billing purposes shall be the maximum integrated kilowatt demand, as recorded by a standard demand meter, occurring in any 60 minute interval in the billing month.
8. **These** rates are based upon a power factor of not less than 85% lagging. Demand charges may be increased 1-1/2% for each 1% by which the customer's power factor is less than 85% lagging. The City shall have the right to install, at the expense of the customer, any facilities necessary to bring the customer to install such facilities within 60 days after receiving notice to do so.
9. **KWH and KW**, as used in this resolution, are abbreviations for kilowatts (kW) and kilowatt-hour (kWh)
10. The above rates are based upon an Energy Cost Index of 3.81 ¢ kWh and may be increased or decreased periodically by an Energy Cost Adjustment equal to the amount by which the average cost of electric energy incurred by the Utility in the period since the last preceding adjustment is greater or less than the current Index cost.
11. These electric rates shall become effective for electric power and energy consumed after August 19, 2016.
12. Bills are mailed on the first of each month and are due upon receipt. After the 20<sup>th</sup> of each month, late payment penalties will be applied.
13. All resolutions or parts of resolutions in conflict with this resolution are hereby repealed.

## WATER RATES

### Effective with the billing dated 9-1-2010

Water usage is billed on the basis of 100 gallon units.

0 up to and including 2,000 gallons. . . . .	\$ 9.46
From 2,100 up to and including 100,000 gallons. . . .	\$ 0.47 per 100 gallons
Over 100,000. . . . .	\$ 0.42 per 100 gallons
Minimum charge per month - \$9.46	

## SEWER RATES

Effective 7/1/15

**Residential Rates - Sewer rates for all single residential properties including property owned by any religious organization and used as a church, synagogue, or other place of worship, shall be based upon average water consumption as billed in the months of January, February and March according to the following schedule. A single residential property is defined as a single family home, an individual townhouse, or row house an apartment within a larger building, a mobile home or any grouping of rental rooms using a common bathroom. All residential users shall be charged the same rate regardless of the location wastewater is treated.**

Rate	Usage
\$0.620/100 gallons	0 to 90,000 gallons
\$0.540/100 gallons	Over 90,000 gallons
\$27.83	Minimum billing

The bill, as determined by the average consumption described above, shall become effective with the April 1<sup>st</sup> billing of each year and remain in effect until April 1<sup>st</sup> of the following year. Prior to April 1<sup>st</sup> of each year, an average consumption shall be recalculated to determine if the residential customer's bill should be adjusted. Properties connected to sewer, but without metered water consumption, shall be subject to the minimum billing amount.

**Commercial/Industrial Rates - Based on water usage for the month. Sewer rates for non-residential users, including schools, shall be based upon monthly water consumption. All non-residential rates shall be charged the same rate regardless of the location wastewater is treated.**

\$0.620/100 gallons	0 to 90,000 gallons
\$0.540/100 gallons	Over 90,000 gallons
\$27.83	Minimum billing

## GARBAGE RATES

Effective 1-1-17

Charged \$13.20 on a monthly basis. Garbage & Recycling is picked up on Wednesdays & Thursdays. Yard Waste and branches are picked up on Mondays, YARD WASTE MUST BE IN 2 PLY PAPER YARD WASTE BAGS, WITH YARD WASTE TAGS ATTACHED.

## REFUSE SERVICE FROM ALLIED WASTE SERVICES - GUIDELINES

City of Eldridge  
1-563-285-4841

Allied Waste Services  
(563) 332-0050

For environmentally safe disposal of your refuse, keep in mind these guidelines for your solid waste service.

**SERVICE**      Wednesday or Thursday After 7:00 AM. All totes must be placed along curb with silver bar facing the street before 7:00 AM on your service day.

**HOLIDAYS**      In the event that a holiday falls during the week, pick up will be one day later than the normal collection day.

New Years Day

Fourth of July

Thanksgiving Day

Memorial Day

Labor Day

Christmas Day

**REFUSE**      Limited to (1) 95 gallon tote provided by the city.

**GARBAGE**      Default tote provided by the city is a 95 gallon tote. If you choose you can opt for a medium 65 gallon tote, or the small 32 gallon tote. If you decide that you would like the medium or smaller tote, you will not be allowed to change after it has been delivered. **Once delivered, it stays!** Extra garbage that will fit in garbage bags are allowed only if you purchase the green extra bag stickers from city hall. These stickers are 1.50 + tax each.

**LARGE ITEMS**      **Large boxes full of junk are not considered large items.**

Large Items are picked up on Thursdays

**Please call 285-4841 by Wednesday at 3 pm to schedule a pickup for bulk items.**

**BICYCLES**      Tires must be removed

**FURNITURE**      One large item per week free, extra items will require a large item sticker.

**CARPETING**      Must be cut 4 feet in length and bundled weighing less than 50 lbs.

**CONSTRUCTION**      Not taken. Contact Scott County Landfill 563-381-1300.

**AUTOMOBILE PARTS**      Not taken. Contact our office for disposal.

**YARD WASTE**      No yard waste available with your trash pick-up. The City of Eldridge provides this service. Pick up is every Monday April through November. Items must be placed in a 2 ply paper bag with yard waste stickers attached.

**WHITE GOODS**      **Acceptable items are washers/dryers, stoves, refrigerators, freezers, window air conditioners.**  
Call our office to make arrangements to drop them off at the City Shop, during normal business hours.

**TIRES**      Contact The Scott Area Solid Waste Commission at 1-563-381-1300.

**HAZARDOUS WASTE**      Contact The Scott Area Solid Waste Commission at 1-563-381-1300.

**MEDICAL WASTE**      For health reasons please place sharps in a rigid container with a lid.

**MISSED PICK-UP**      **FEEL FREE TO CONTACT OUR OFFICE FOR A MISSED PICK-UP 285-4841, OR Allied Waste 332-0050**

**RECYCLING**      Curbside pick-up every other week. Must be in a recycling tote.

## RECYCLING GUIDELINES

YES! PLEASE RECYCLE THESE ITEMS IN THE TOTE:

- ◆ Newspapers & newspaper inserts, magazines, & catalogs
- ◆ Clean pizza boxes
- ◆ Junk Mail & envelopes, paper bags (grocery type)
- ◆ Cardboard
- ◆ Office & school papers (colored paper, too)
- ◆ Boxboard (cereal cake & cracker boxes, shoe boxes)
- ◆ Pop/beer cartons, carbonless forms
- ◆ Aluminum cans, pie pans, trays, foil
- ◆ Tin & steel cans(rinsed)
- ◆ Aluminum window frames, chairs
- ◆ Food jars & bottles (rinsed)
- ◆ Juice, pop, and water bottles (glass or plastic)
- ◆ Beer, wine and liquor bottles
- ◆ Margarine, ice cream, etc tubs, yogurt, fruit, etc cups
- ◆ Plastic milk and juice jugs
- ◆ Plastic bottles (cooking oil, shampoo, lotion, dish and liquid soap, bleach and detergent, household cleaners)
- ◆ Phone books

DO NOT PUT THESE ITEMS IN THE TOTE:

(They go in your garbage tote)

- ◆ No plastic bags
- ◆ No food waste
- ◆ No food tainted items ( used paper plates, towels, napkins or food crusted pizza boxes)
- ◆ No disposable diapers, tube rolls(shiny)
- ◆ No ice cream cartons or any slick coated frozen food boxes
- ◆ No paper/waxy milk, juice or plastic egg cartons, or styrafoam
- ◆ No photographs or greeting cards
- ◆ No cereal box liners or pet food bags
- ◆ No tissue or wrapping paper
- ◆ No pesticide and chemical containers
- ◆ No paint or aerosol cans
- ◆ No iron, steel, and batteries, car parts, oil filters, motor oil containers
- ◆ No prescription pill bottles or medical supplies
- ◆ No mirror and window glass
- ◆ No drinking glass, crystal, pyrex, ovenware, ceramic \cups and plates
- ◆ No light bulbs, flowerpots
- ◆ No juice boxes/ bags
- ◆ No unsanitary containers

1) **Curbside Large item pick-up** – This service is provided for disposal of large and bulky items that are not considered normal household waste. Place your items at curbside on your regular collection day. One large item is allowed per week, and any extra will need a large item sticker which can be purchased at city hall for 12.50 + tax.

- **Appliance drop off**-This service is provided for disposal of large appliances.
- We can accept white goods such as stoves, refrigerators, washers, dryers, dishwashers, etc at the city shop between the hours of 7:30am and 3:00pm Monday through Friday.

<b>Items for curbside</b>	<b>Prohibited items</b>	<b>Items to dispose of at the City shop</b>
Furniture	Construction materials**	Tires* Large appliances***
Mattress and box springs (no metal box springs)	Shingles **	Car batteries
Toilet fixture	Batteries	
Sink (non-metal)	Toxic waste ****	Waste oil
Small appliances (vacuums, stereos, small kitchen appli. Etc)	Yard waste	
Empty, dry paint cans (lids off)	TV/Computer Monitors	Hours: Weekdays
Carpeting (rolled and tied in 4ft sections, under 50lbs.	Fluorescent lamps/bulbs	7:30 am to 3:30 pm
	Old medicine (solid or liquid)	Saturdays by appt.
	<b>Scott Area Household Hazardous Material Facility</b>	
	# 381-1300	

Because the cost of disposal is based on the **volume** of garbage produced, the items listed below are not included into the cost of **regular** garbage pick up. Prohibited items must be taken to the Scott County Landfill. For Household hazardous materials you can make an appointment for drop off by calling the above number. There are special designated places at the City shop for disposal of items listed above.

\***Tires** must be taken to the Scott Area Landfill. Up to 5 tires will be accepted from the Scott County residents at Any time at no charge.

\*\***Construction / Remodeling material** such as plaster board, lumber, paneling, large amounts of carpet, windows, doors (**Note**: very small amounts of construction material may be taken if packaged properly)

**Large amounts** of furniture or materials from rental properties is considered business related.

**Toxic waste** such as anti-freeze, brake fluid, gasoline, kerosene, lawn chemicals, paint (liquid or oil based)m paint thinner or Remover, pool chemicals, stains or varnishes, insecticides.

2) **Brush pickup** – Brush will be picked up on Mondays with yard waste. Brush must be bundled with twine no longer than 5 ft. Branches must not exceed 6 inches in diameter. Bundled brush must be placed curbside for pickup. **Branches not bundled properly will be left.**

Place small trimmings in yard waste bags. Tree stumps and root balls will not be chipped.

3) **Christmas trees** – Place your tree at curbside on your regular refuse collection day. **Please do not put your tree in a plastic bag when leaving them at curbside.** These bags make it difficult for us to dispose of the tree.



# **NOTICE**

## **Eldridge Snow Parking Law**

Parking on all residential streets is banned during a snow emergency - 2 inches or more of snow or an equivalent amount of snow from drifting. Please find off-street parking so you will be ready when a snow emergency occurs.

Parking on the street during a snow emergency is banned to allow the City to plow the snow all the way back to the curb quickly and efficiently. You may move your car back to the street after the snow or drifting stops and the City has plowed the street.

Special Snow Emergency Parking is available at these locations:

\*City Parking Lot at N. 3<sup>rd</sup> & Franklin

\*Water Building Lot at N. 5<sup>th</sup> & Donahue

\*Faith Lutheran Church, N. 5<sup>th</sup> Street along the North edge of this lot.

\*United Methodist Church Lot in the area just off of South 2<sup>nd</sup> Street.

\*Junior High School Lot on S. 5<sup>th</sup> Street in the SE corner of this lot.

\*On the street along Centennial park, on the West Side of N. 3<sup>rd</sup> Street and the east side of N. 4<sup>th</sup> Street, between Donahue and Davies Streets.

\*cornerstone Baptist Church on E. Le Claire Rd. in the SE Corner of parking lot

Each of these parking areas is identified with signs. All vehicles must be moved from these areas within 48 hours of the end of a snow emergency. If snow is forecasted, please park your vehicle off the street prior to the snowfall. It is easier for the street crews, the police department and you, the vehicle owner, if the vehicle does not have to be moved after it has already snowed.

The Police Department will not provide warnings to owners of vehicles parked on the street. Vehicles left on the street in a snow emergency will be towed. Before that happens to you, call either City Hall at 285-4841 or the Eldridge Police at 285-9822. We will do all we can to help you find an acceptable place to park.

Your cooperation in this matter is appreciated.

**City of Eldridge**

## Helpful Phone Numbers

City Hall / Eldridge Electric & Water After Hours please call.....	285-4841  328-4853	305 N. 3 <sup>rd</sup> Street
City Shop	285-3925	105 E. Le Claire Road
Central Scott Telephone	285-9611	125 N. 2 <sup>nd</sup> Street
Edward White Elementary	285-4544	121 S. 5 <sup>th</sup> Street
Eldridge Police Dept	285-9822	305 N. 3 <sup>rd</sup> Street
Eldridge Rec & Fitness	285-9561.....	401 S. 14 <sup>th</sup>
Eldridge Volunteer Fire Dept	911	285-9827 Business Line
Iowa Driver's License Examiner	386-1050	2162 W. Kimberly Road
Iowa One Call	(800) 292-8989	Call before you dig ☺
Allied Waste Services	332-0050	Residential Garbage
Mediacom Cable	(800) 824-6047	3900 26 <sup>th</sup> Avenue, Moline
Medic EMS	285-8700	100 S. 14 <sup>th</sup> Avenue
MidAmerican Energy(Gas)	(888) 427-5632	
North Scott Administration	285-4819	251 E. Iowa Street
North Scott Chamber	285-9965	220 W. Davenport Street
North Scott Press	285-8111	212 N. 2 <sup>nd</sup> Street
Quad City Times	383-2250	Circulation
Scott County Auditor (Voting Concerns)	326-8631	Courthouse
Scott County General Store (Property Tax & Motor Vehicle Registration)	386-2886	2162 W. Kimberly Road
Scott County Library	285-4794	Courthouse
U S Post Office	285-9625	120 W. Le Claire Road

## METHODS OF PAYMENT

- ◆ **CASH:** Can be dropped off at our office during normal business hours.
- ◆ **PERSONAL CHECK:** Can be dropped off at our office during normal business hours, or in the drop box located on the north side of the building. **There is a 30.00 fee for returned checks.**
- ◆ **ACH WITHDRAW:** **FREE service** provided to you. You may sign up for this at any time. We would withdraw your funds from your checking or savings on the 18<sup>th</sup> of every month. You will still receive your bill on the 1<sup>st</sup>, so you know how much will be withdrawn.
- ◆ **DEBIT OR CREDIT:** You can go to the city website at [www.cityofeldridgeia.org](http://www.cityofeldridgeia.org) and click on the make a payment tab. Or you can call 1-866-933-6258, or you may call or come into our office. **This service is not free.** The cost of using Debit or Credit is 2.5% of your payment total and a \$1.25 processing fee.

Every one is on the same cycle. You should have your bill no later than the 5<sup>th</sup> of every month, and bills are always due by the 20<sup>th</sup>. If you do not receive a bill, please call for a total, as sometimes the postcards get lost in the mail. If you have any question regarding your bill, please feel free to call us at 563-285-4841.