

ELDRIDGE ELECTRIC AND WATER UTILITY BOARD

July 22nd, 2025 – 5:00 pm

City Hall, 305 N. 3rd Street

1. Call to Order
2. Public Comment
3. Approval of Agenda
4. **Approval of Utility Board Minutes from July 8th, 2025**
5. Financial & Administrative
 - A. **Consideration to Approve Bills Payable**
 - B. **Consideration to approve amended Utility Billing Policy & Procedure**
 - C. Department Update
6. Electric Department
 - A. Outages
 - B. **Consideration to approve Resolution 2025-12 E&W Establishing Charges, Conditions and Other Terms of Offering in Conjunction with the Electric Service Schedule**
 - C. **Consideration to approve Resolution 2025-14 E&W Repealing Resolution 2006-298 E Establishing Specifications, Charges, and Requirements of Primary and Secondary Overhead and Underground Distribution Systems of Eldridge, Iowa.**
 - D. Department Update – Collin Wilson
7. Water Department
 - A. Water Main Breaks
 - B. Water Test Results
 - C. **Consideration to approve Resolution 2025-13 E&W Establishing an Increase in Water Rates to Meet the Fiscal Obligation of the Water Utility**
 - D. **Discussion and consideration to approve quote from LMI for soft starts for Wells #4 & #5.**
 - E. **Discussion and consideration to approve quote from LMI for a replacement auto transfer switch for the Water Treatment Plant generator.**
 - F. Department Update – Cegan Long
8. Adjournment

NEXT REGULAR MEETING: Tuesday, August 5th, 2025 at 5:00 pm

The regular meeting of the Board of Trustees of the Eldridge Electric and Water Utility Board was called to order at 5:00 p.m. on July 8th, 2025, at Eldridge City Hall.

The board members present were Michael Bristley, Mark Goodding, Abby Petersen, Racheal Padavich, and Jeff Hamilton. Also present were Gage Lane, Nevada Lemke, Cegan Long, and Dale Grunwald.

2. Public Comment – None

3. Padavich made a motion to Approve the Agenda. Hamilton seconded. All Ayes Motion Carries.

4. Petersen made a motion to Approve Utility Board Minutes from June 17th, 2025. Padavich seconded. All Ayes Motion Carries.

5. Financial & Administrative

A. Padavich made motion to Approve Bills Payable in the amount of \$240,711.46. Seconded by Hamilton. All Ayes Motion Carries.

B. Department Update- Lemke informed the board there is an updated legislation for public records, and open meetings. Still working with PFM to get some financial guidance.

6. Electric Department

A. Outages- None

B. Department Update – Lemke informed the Board that the crew recently completed pole changeouts at 901 West Donahue Street and 313 North 6th Street. The crew is also assisting with the removal of streetlights on North 4th Avenue and East Le Claire Road. In addition, they are relocating the electric infrastructure on 4th Avenue at IV Acres due to the replat of the subdivision.

7. Water Department

A. Water Main Breaks- None

B. Water Test Results – all passed everything was good.

C. Goodding Made Motion to Approve Grunwald Land Development Water Main Request. Petersen Seconded. All Ayes. Motion Carried.

D. Consideration to approve Resolution 2025-11 E&W Approving a Development Agreement with Grunwald Land Development, L.C. Roll Call Petersen (Ayes) Goodding (Ayes) Padavich (Ayes) Bristley (Ayes) Motion Carried.

E. Petersen made a motion to approve rate recommendation from PFM Financial Advisors, LLC. Bristley Seconded. All Ayes Motion Carried.

F. Consideration to approve Resolution 2025-10 E&W Establishing Rules & Fees for Temporary Hydrant Meter Rental. . Roll Call Petersen (Ayes) Goodding (Ayes) Padavich (Ayes) Bristley (Ayes) Motion Carried.

G. Hamilton Made a Motion to approve the quote from Electric Pump to replace the VFDs for high service motors #1 & #2. Petersen Seconded. All Ayes. Motion Carried.

- H. Discussion was Had to approve a cam lock connection on the ATS at the treatment plant for a portable generator. No motion was made.
 - I. Discussion was had to approve the purchase of a replacement auto transfer switch for the Water Treatment Plant generator. No motion was made.
 - J. Discussion was had to approve the purchase of a replacement control board for the Water Treatment Plant generator ATS. No motion was made.
 - K. Petersen made a motion to approve the purchase of a soft start for the 4th & 5th wells in the system. Padavich seconded. Motion Carried.
 - L. Petersen made a motion to approve replacement cost for an 8" valve at North 4th Ave and East LeClaire Road. Padavich seconded. Motion Carried.
 - M. Discussion was had to approve the use of PVC pipe in the distribution system. No Motion was Made.
 - N. Department Update – Cegan Long informed the board, The HVAC system at the water plant is now fully operational and has successfully cooled the facility. A new GPS iPad was ordered and is working well in the field. Staff are still in the process of distributing lead and copper notifications, with a strong response from residents, especially through the use of door hangers. Both operators have been alternating between field work and operating the plant to maintain workflow and coverage.
8. Padavich made motion to Adjourn at 6:35pm. Seconded by Petersen. All Ayes.

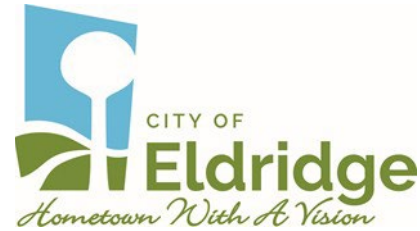
***Sincerely,
Gage Lane
Utility Billing Clerk***

BILLS PAYABLE					
CHECK #	DEPT	FUND	VENDOR	DESCRIPTION	AMOUNT
226885	ELECTRIC	630-5-820-6340	ACCESS SYSTEMS LEASING	COPIER SERVICES	\$ 203.68
226885	ELECTRIC	630-5-820-6373	ACCESS SYSTEMS LEASING	COPIER SERVICES	\$ 100.86
226886	WATER	600-5-810-6371	ALLIANT ENERGY CO.	UTILITIES	\$ 244.26
226887	ELECTRIC	630-5-820-6506	AMAZON CAPITAL SERVICES	WIRELESS MOUSE	\$ 32.49
226888	WATER	600-5-810-6310	BAKER GROUP	HVAC MAINTENANCE	\$ 619.50
226889	ELECTRIC	630-5-820-6402	BOHNSACK & FROMMELT LLP	ACCOUNTING SERVICES	\$ 862.50
226890	WATER	600-5-810-6373	CENTRAL SCOTT TELEPHONE	TELEPHONE & INTERNET	\$ 259.77
226890	ELECTRIC	630-5-820-6373	CENTRAL SCOTT TELEPHONE	TELEPHONE & INTERNET	\$ 449.95
226891	ELECTRIC	630-5-820-6310	CINTAS CORPORATION	FLOOR MATS	\$ 53.98
226892	WATER	600-5-810-6373	CIVICPLUS LLC	SOCIAL MEDIA ARCHIEVING	\$ 376.74
226892	ELECTRIC	630-5-820-6373	CIVICPLUS LLC	SOCIAL MEDIA ARCHIEVING	\$ 376.74
226893	ELECTRIC	630-5-820-6413	COMMUNITY ACTION OF EASTERN IOWA	PROJECT SHARE	\$ 52.50
226894	ELECTRIC	630-5-820-6506	COMPASS BUSINESS SOLUTIONS	POST CARDS	\$ 282.37
226895	ELECTRIC	630-5-820-6605	DE NOVO MARKETING	WEBSITE REDEVELOPMENT	\$ 6,997.40
226896	ELECTRIC	630-5-820-6450	DSI MEDICAL SERVICES, INC.	DSI	\$ 49.50
226897	ELECTRIC	630-5-820-6414	EASTERN IOWA PUBLICATION LLC	UTILITY PUBLISHING	\$ 342.43
226898	WATER	600-5-810-6501	HAWKINS INC.	CHLORINE CYLINDERS	\$ 1,619.73
226899	WATER	600-5-810-6213	IA ASSN. MUNICIPAL UTIL.	SAFETY TRAINING	\$ 1,470.16
226899	ELECTRIC	630-5-820-6441	IA ASSN. MUNICIPAL UTIL.	SAFETY TRAINING	\$ 1,470.16
226900	WATER	600-5-810-6311	INTERSTATE POWER SYSTEMS	RADIATOR	\$ 74.54
226901	ELECTRIC	630-5-820-6450	IOWA ONE CALL	LOCATES	\$ 60.50
226902	WATER	604-5-810-6407	ISG I&S GROUP, INC.	ENGINEERING	\$ 125.00
226902	WATER	604-5-810-6750	ISG I&S GROUP, INC.	S 16TH AVE WATER TOWER PROJECT	\$ 9,500.00
226902	WATER	600-5-810-6407	ISG I&S GROUP, INC.	WATER ENGINEERING REPORT	\$ 4,230.70
226903	ELECTRIC	630-5-820-6560	MENARDS	TOOLS	\$ 22.50
226903	WATER	600-5-810-6311	MENARDS	HVAC AIR FILTERS & FILTER ROOM FAN	\$ 311.35
226903	ELECTRIC	630-5-820-6512	MENARDS	TOOLS	\$ 40.93
226904	WATER	600-5-810-6520	MRA	ANNUAL MEMBERSHIP	\$ 187.50
226904	ELECTRIC	630-5-820-6450	MRA	ANNUAL MEMBERSHIP	\$ 187.50
226905	WATER	600-5-810-6520	MUNICIPAL COLLECTIONS OF AMERICA	COLLECTION FEES	\$ 5.00
226905	WATER	600-5-810-6520	MUNICIPAL COLLECTIONS OF AMERICA	COLLECTION FEES	\$ 1.10
226906	WATER	600-5-810-6332	NAPA AUTO PARTS	ENGINE OIL FILTER	\$ 4.79
226907	WATER	600-5-810-6451	QC ANALYTICAL SERVICES LLC	WATER SAMPLE TESTING	\$ 227.00
226908	WATER	600-5-810-6373	QUAD CITIES TAS	ANSWERING SERVICE	\$ 61.85
226908	ELECTRIC	630-5-820-6450	QUAD CITIES TAS	ANSWERING SERVICE	\$ 61.84
226909	WATER	600-5-810-6310	QUAD CITIES WINWATER CO	MAINTENANCE MATERIALS	\$ 211.42
226909	WATER	600-5-810-6723	QUAD CITIES WINWATER CO	WATER MAIN VALVE BOX SECTIONS	\$ 1,945.80
226910	ELECTRIC	630-5-820-6560	RESCO	FIBERGLASS STRAIN INSULATOR	\$ 417.75
226911	WATER	600-5-810-6373	SHARED IT INC	IT SERVICES	\$ 136.35
226911	ELECTRIC	630-5-820-6373	SHARED IT INC	IT SERVICES	\$ 136.35
226912	ELECTRIC	630-5-820-6506	STUART C IRBY CO	PEDESTAL ASSEMBLY	\$ 5,328.60
226913	ELECTRIC	630-5-820-6319	TYLER TECHNOLOGIES	TRANSACTION FEES	\$ 686.87
226914	ELECTRIC	630-5-820-6508	US POSTAL SERVICE (CMRS-FP)	POSTAGE	\$ 1,000.00
226915	WATER	600-5-810-6501	USA BLUE BOOK	TESTING MATERIALS	\$ 1,190.84
226915	WATER	600-5-810-6501	USA BLUE BOOK	TEST MATERIALS	\$ 158.25
226915	WATER	600-5-810-6501	USA BLUE BOOK	TEST MATERIALS	\$ 253.50
226915	WATER	600-5-810-6501	USA BLUE BOOK	TEST EQUIPMENT	\$ 192.72
226916	WATER	600-5-810-6331	WEX BANK	FUEL	\$ 378.14
226916	ELECTRIC	630-5-820-6331	WEX BANK	FUEL	\$ 436.26
226917	WATER	600-5-810-6723	WHITE CAP, LP	SAFETY GAS CAN	\$ 128.99
226918	WATER	600-5-810-6411	WRIGHT LAW OFFICE, P.C.	LEGAL SERVICES FEB 2025	\$ 450.00
226918	ELECTRIC	630-5-820-6411	WRIGHT LAW OFFICE, P.C.	LEGAL SERVICES FEB 2025	\$ 450.00
DFT0000111	INS REIMB	821-5-630-6184	EBS	EBS CLAIMS	\$ 531.28
DFT0000114	ELECTRIC	630-5-820-6502	MIDAMERICAN ENERGY COMPANY	WS-4 CASH REQUEST	\$127,000.00
DFT0000115	ELECTRIC	630-5-820-6501	MIDAMERICAN ENERGY COMPANY	LOUISA CASH REQUEST	\$ 28,000.00
DFT0000160	WATER	600-5-810-6150	EBS	ADMIN FEES	\$ 59.74
DFT0000160	ELECTRIC	630-5-820-6150	EBS	ADMIN FEES	\$ 38.33
DFT0000162	WATER	600-5-810-6213	ADP, INC	PAYROLL FEES	\$ 27.81
DFT0000165	ELECTRIC	630-5-820-6402	PAYMENTECH (TYLER CC)	CC FEES	\$ 3,427.99
ACH	SPLIT	SPLIT	PAYROLL 7/17	PAYROLL 7/17	\$ 37,930.35
TOTAL:					\$241,484.16

CREDIT CARDS					
DEPT	EMPLOYEE	FUND	VENDOR	DESCRIPTION	AMOUNT
WATER	BRYSON STYMIEST	600-5-810-6213	IOWA DNR	WATER DISTRIBUTION GRADE 1	\$ 83.54
WATER	CEGAN LONG	600-5-810-6372	HOME DEPOT	RIGHT ANGLE ADAPTER FOR DRILLS	\$ 29.97
ELECTRIC	DEVIN GHEER	630-5-820-6310	HY-VEE	WATER AND GATORADE	\$ 31.79
ELECTRIC	DEVIN GHEER	630-5-820-6507	HARBOR FREIGHT	HOOK AND SPRINGS	\$ 34.10
WATER	BRYSON STYMIEST	600-5-810-6723	DRACO MECHANICAL SUPPLY	PAPER GASKETS	\$ 40.60
WATER	CEGAN LONG	600-5-810-6372	DOLLAR GENERAL	BATH TOWELS FOR WATER METER MAINTENANCE	\$ 43.34
ELECTRIC	DALTON EAGLE	630-5-820-6507	FARM AND FLEET	MAGNETIC TOOL TRAYS FOR BUCKET TRUCK AND UTILTIY KNIVES	\$ 48.63
WATER	TANNER LOUSSAERT	600-5-810-6181	BLAINS FARM AND FLEET	SHORTS (CLOTHING ALLOWANCE)	\$ 59.66
WATER	CEGAN LONG	600-5-810-6213	IOWA DNR	GRADE 3 EXAM ELIGIBILITY	\$ 63.04
ELECTRIC	COLLIN WILSON	630-5-820-6181	TYNDALE ENTERPRISE	FR SHIRTS	\$ 78.57
ELECTRIC	GABE STRICKER	630-5-820-6181	BOCOMAL	FR CLOTHING	\$ 119.97
WATER	NEVADA LEMKE	600-5-810-6601	YMCA	Y@ WORK PROGRAM 4/25, 5/25, 6/25, 15-PD, 6-ADMIN, 6-WATER	\$ 120.00
ELECTRIC	DALTON EAGLE	630-5-820-6181	BOCOMAL	FR CLOTHING	\$ 126.97
ELECTRIC	COLLIN WILSON	630-5-820-6181	CARHARTT	FR CLOTHING - C. WILSON CLOTH ALLOW	\$ 353.07
WATER	CEGAN LONG	600-5-810-6372	FARM AND FLEET	STIHL WEED WHACKER AND ATTACHMENTS	\$ 848.70
CREDIT CARDS					\$ 1,998.41
BILLS PAYABLE					\$243,482.57

Eldridge Electric & Water

MEMORANDUM



To: Eldridge Electric & Water Utility Board of Trustees
From: Utility Administrative Manager, Sadie Wagner
Re: Eldridge Electric & Water Billing Policy
Date: July 22, 2025

Utility Board of Trustees:

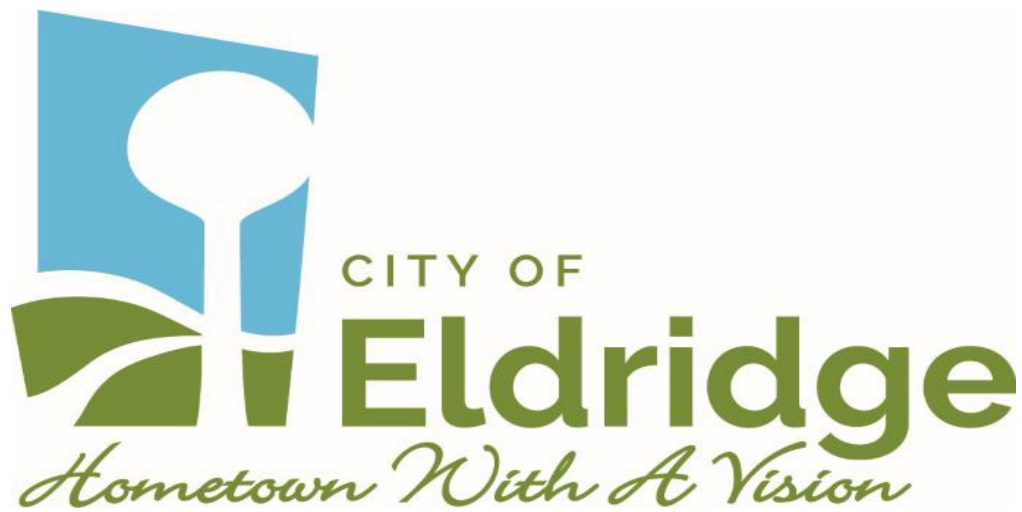
During a recent review, I came across Resolution 2023-10: *Service Rules*. Upon further examination, I noticed that much of the content from this resolution was already included in our Utility Billing Policy and Procedure Manual. However, there were also sections that were either missing from the manual or contained conflicting information.

To ensure consistency and clarity moving forward, I updated the Utility Billing Policy and Procedure Manual to reflect the portions of the resolution that were not previously included. All changes and additions have been highlighted in yellow for your review.

Rather than repealing Resolution 2023-10 at this time, I chose to update it to better align with our Utility Billing Policy and Procedure Manual—primarily because it includes Section 17, which outlines provisions more appropriately suited for a future *Electric Department Rules and Regulations* document rather than the Utility Billing Policy itself.

Collin and I have briefly discussed initiating the process of drafting formal Rules and Regulations for the Electric Department. Once that is underway, Section 17 can be moved into that document. At that time, the finalized Utility Billing Policy and Procedure, as well as the Electric Department Rules and Regulations, can be adopted, repealing Resolution 2023-10 in its entirety.

For your reference, a copy of the original Resolution 2023-10 has been included with the updated Resolution 2025-12, which will be presented for approval under Section B of the Electric Department portion of the agenda.



Utility Billing Policy and Procedure

UTILITY BILLS

The City of Eldridge has a long tradition of quality public services and a well-maintained infrastructure. The City owns and operates its own electric, water, and sewer utilities. A vendor is contracted to provide garbage and recycling services. Each monthly bill consists of service charges for:

- Water
- Electric
- Sewer
- Refuse (trash/recycling) collection
- Miscellaneous fees

Utility rates are established by Resolutions approved periodically by the City Council or Electric & Water Board of Trustees. Rates can be found on our website or by calling the City Hall Offices for more information.

Meters are read on or near the 24th of the month and bills are mailed by the 1st of the month with payment due on the 20th of each month. Accounts not paid by the 20th are considered delinquent and will have a penalty/service charge of 1.5% applied to the balance. Each account will be granted a one-time forgiveness of a late charge fee each year. The account will be noted, and another one will not be given until the one year period has expired.

Utility bills will be sent to customers by mail unless the customer requests email billing by sending an email to utilitybilling@cityofeldridgeia.org.

Budget Billing

Budget billing shall be available to all residential customers who have been at their current residence for 12 months or longer. Enrollment into the plan can be at any time of the year. All Budgeted billing customers shall be required to sign up for automatic payment from a checking or savings account.

Monthly payments shall be calculated at the time of entry into the plan based on the average of the previous 12 months of usage. Budget payment amounts will be reviewed quarterly, and adjustments may be made if the estimated payments are not in line with the actual energy usage. Budgeted amounts may also be recalculated when requested by the customer or whenever a price, consumption, or PCA alone or in combination results in a new estimate of ten percent or more.

Budget billing accounts shall be settled on the April 1st billing. The balance will be rolled into the customer's new budget amount for the next year. The budget balance is the difference between the charges and the actual energy usage. This may be a credit or a charge.

A customer on budget billing who becomes delinquent in payments by reason of amount or date will be subject to normal disconnection proceedings and the budget billing agreement will be terminated if services are disconnected. If budget billing is terminated the account must maintain a zero balance for at least six months before the customer may request to be placed back on budget billing.

A customer may terminate or withdraw from the plan at any time. The budget billing plan shall be automatically terminated when a customer terminates their service with the Utility. The deferred budget balance shall be applied to the next bill generated on the account after the budget billing is

terminated.

Any billing questions can be directed to City Hall at (563) 285-4841.

PAYMENTS

Utility bill payments can be made by:

- Automatic Clearinghouse Payment (ACH): payments are automatically deducted from the customer's bank account on the twentieth day of the month, if the twentieth lands on a weekend or holiday they will be pulled the following business day. ACH forms are available on the website.
- Credit or Debit Cards: payments may be made over the phone at (866) 795-5820, in person at City Hall, or by going to our website at www.cityofeldridgeia.org and clicking on make a payment. This payment can be set up on any day of the month. There is a \$1.25 processing fee when using a Credit or Debit Card.
- E-Checks: payments can be made by going to our website at www.cityofeldridgeia.org and clicking on make a payment.
- Cash and Checks: Can be dropped off at City Hall during normal business hours or placed in the drop box located on the front of the City Hall building after hours. There are envelopes available next to the drop box. Please be sure to include your address or account number on the envelope. *NOTE – There is a \$30.00 fee for any returned check.

STARTING SERVICE

New customers wishing to start utility service must contact the Eldridge City Hall Offices. This can be done in person at City Hall or via phone call to (563) 285-4841. New customers will be asked to provide the following information:

- Full Name of Each Applicant(s)
- Social Security Number(s)
- Billing Address
- Physical Address
- Phone Number(s)
- Photo ID/Driver's License Number
- Date of Birth
- Employer
- Emergency Contact

If an existing customer needs to make a change to their utility service or has a new address, they can stop by or call City Hall to provide the effective date of the change, and the new address, if applicable.

DEPOSITS

A deposit of \$100.00 on Electric and \$50.00 on water is required from every customer or prospective customer, with the exception of property owners who already have established a current good credit history of at least two years with the City Electric & Water Utility. Prior to providing service, the deposit is due to guarantee the payment of bills for service. This is the process to be used for both residential and commercial customers wishing to start services.

A person other than the customer may pay the deposit, however; the deposit refund will be issued to the account holder either in the form of a credit to the account or a check at termination.

DEPOSIT REFUNDS

The deposit will be applied directly to the customer's account after they make 12 consecutive on-time payments, or upon completing a disconnection of service form. A final meter reading and bill will be prepared, and any deposit refund amount will be applied to the final bill. Should a credit balance exist, a check will be issued. The check will be mailed to the forwarding address provided on the disconnection of service form.

UNCLAIMED DEPOSITS

Deposits remaining unclaimed after termination of service will be transferred to the State Treasurer in accordance with Chapter 556.11, Code of Iowa.

DISCONTINUING SERVICE

Customers wishing to discontinue service permanently can stop by or call City Hall and request the effective date to discontinue service. The customer must provide a minimum of 1 business days' notice to the City for discontinuation of service. They will also be required to provide the following information:

- Service Address
- Request Date
- Service Date
- Forwarding address of the Account Holder

SERVICE CALLS

The work on customer equipment that is the responsibility of the customer shall be billed on a time and material basis. Relocation of utility facilities where the customer requested the relocation shall be billed on a time and material basis. Relocation of the customer's facilities, where the customer has requested the relocation, shall be billed on a time and material basis.

METER TESTING

Meter testing at the customer's request will incur a \$10.00 charge.

BACK BILLING

METER ERROR

In the case of a meter error, a customer shall be back-billed if the recalculated bill exceeds \$3.00. A former customer shall be billed back if the recalculated bill exceeds \$5.00.

NON-METER ERROR

In the case a customer is undercharged not due to a meter error, the customer shall be back billed if the recalculated bill due to an error other than a meter error exceeds \$3.00. A former customer shall be back-billed if the recalculated bill due to an error other than a meter error exceeds \$5.00. Back billing in both instances shall be for a period not to exceed twelve months.

ACCIDENTAL WASTAGE

The recomputation period for accidental wastage of electricity by the customer shall not extend back further than three months.

DISCONNECTIONS AND RECONNECTIONS

TEMPORARY DISCONNECTION AND RECONNECTIONS

Voluntary temporary disconnection of service shall be \$25.00 during regular business hours and \$30.00 after regular business hours. The charge for reconnection of service from temporary voluntary disconnections shall be \$25.00 during regular business hours and \$30.00 after regular business hours. An idle charge of \$5.00 per month shall be billed for service connections that have been temporarily disconnected.

Involuntary other than for nonpayment disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours.

PERMANENT DISCONNECTIONS

Voluntary permanent disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours. The utility requires a one-business-day notice by the customer prior to the time of permanent disconnection.

DELINQUENT ACCOUNTS

Customers receive monthly utility bills that are due on the 20th of each month. Customers are responsible for all billings while the account is in their name. Accounts that have unpaid balances after the 20th of the month are subject to a 1.5% service charge penalty which will be applied monthly until the balance is paid. Late notices are mailed and emailed out around the 21st of every month to all customers with a balance in arrears. The late notice will state the account balance as well as the upcoming date of disconnection. Accounts that are still delinquent 12 days after receiving the late notice will receive a 24-hour notice provided on a door hanger.

If a service is disconnected for non-payment, the service will not be reconnected until the entire past due balance including all applicable late fees is paid in full. The account will be charged \$20.00 for a disconnection fee and another \$20.00 to reconnect service. Once payment is made, services will be reconnected in a timely manner, Monday – Friday between 8:00 a.m. and 3:00 p.m. Overtime charges may be applied if payment is not made during these hours and reconnection is requested, and if staff is available to do so.

Service will not be connected/re-connected in a new customer's name unless it can be established that the new customer had not occupied the premise when the charges in the past due balance were incurred.

Failure to receive a bill, late notice, or a 24-hr disconnect door hanger notice hung on the account holder's address shall not entitle the customer to relief from any penalties or disconnection.

If an account has been disconnected for non-payment and there has been no status update at the time

of the City's next monthly billing cycle, the account will be considered inactive and a final bill will be produced.

RETURNED CHECKS

A \$30.00 service charge is assessed to any customer whose check is returned unpaid, or ACH payment is rejected by the financial institution on which it is drawn. If two or more checks or ACH drafts are dishonored within 12 months the account will be made cash only for 12 months. The cash only comment code shall be utilized in Incode. City Hall staff will notify the resident of the returned check or rejected ACH by phone call. Payment of a dishonored check or rejected ACH must be paid including the service fee within 48 hours of the notice of the returned payment or be disconnected. Payment is only accepted by secure payment options such as cashier check, money order or cash.

PAYMENT AGREEMENT

The City of Eldridge offers customers in jeopardy of service disconnection due to non-payment an opportunity to enter into a payment arrangement with the City in accordance with Iowa Administrative Code Chapter 27. The Payment Arrangement amount will be due in addition to your current bill amount. The arrangement may extend the disconnection date no later than the 20th of the following month to help ease financial issues. Agreements require the customer(s) to stop in City Hall and complete an arrangement form during regular business hours and no later than the day before the set disconnection. A late fee of 1.5% will be applied to any past due balance following the original due date each month. Customers will also receive a late notice as a formal reminder of the outstanding balance. If payment is not received by the due date outlined in the service agreement, a 24-hour disconnection notice will be issued. This notice will be delivered via door hanger and will incur a \$20 posting fee. Should payment not be received within the 24-hour period specified in the disconnection notice, electric service will be disconnected. In such cases, the account will be subject to a \$20 disconnection fee and a \$20 reconnection fee.

COLLECTIONS, LIENS, AND DAS OFFSET PROGRAM

In the event an account becomes past due and is subject to collections a twenty-five percent collection fee will be applied to any outstanding balance not paid in full within ninety days of the due date and the account will be forwarded on for further collection efforts.

The City utilizes Municipal Collections of America and the State of Iowa's Income Offset program to collect delinquent unpaid utility accounts. The account holder responsible for the delinquent balance will always be the first sought after for payment.

Once an account is disconnected either through voluntary or involuntary means, the account is finalized, and a final bill is produced during the City's next monthly billing cycle. If there is a deposit refund, the amount will be credited to the account. If a balance exists, a final bill will be sent to the last known mailing address of the account holder. The due date on the final bill will be the 20th of the following month, in alignment with the City's normal monthly billing cycle. If payment is not received by the due

date, a second notice will be sent, and a note will be entered into the account of such. If payment is not received after the second notice is sent, a third and final notice will be sent and will include a letter to notify the customer that if payment is not received by the due date, the delinquent account will be sent to collections.

The **INCOME OFFSET PROGRAM** is a method used by the State of Iowa and its political subdivision to collect money owed to the State under Chapter 8A.504 of the Iowa Code. An account holder is eligible to be sent to the Income Offset Program when the balance of the account is not paid after three attempts to collect and service is no longer active for the customer. The account holder information that is sent to the Offset Program must include a tax identification number, social security number, or federal tax id.

The delinquent account should be in a final status in Incode. Final bills are processed monthly in alignment with the regular monthly billing cycle. A second notice should be sent if payment is not received by the initial due date and a note should be entered into the account. If payment is still not received after the second notice is sent, a third notice is sent utilizing the Offset letter available in Incode notifying the customer that if payment is not received by the due date on the notice, the delinquent account will be sent to the State Offset Program for collection. A \$7.00 administrative fee will be charged by the State Income Offset Program. A minimum of \$50.00 balance is required for an account to be submitted to the Offset Program; however, this includes the \$7.00 administrative fee.

The City receives notification of debt matches from the State throughout the year via email. Upon receiving notification, the City is to notify the debtor within ten (10) calendar days from the date of the notification stating that the debtor has fifteen days to provide proof of payment or pay the debt less the administrative fee.

Notice to the Offset Program should include:

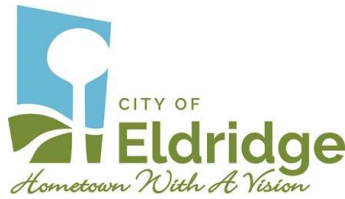
- Contact information of City (agency)
- Account information
- Account holder information
- Amount owed
- Date due

If the debt is not resolved following notification with the certified letter, the City has 45 days from the date of the match to notify the income offset program of the actions to be taken. Once a debt is brought to a zero balance, the debtor will be removed from the City's debtor file with the Income Offset Program.

DISCONNECTION OR DENIAL OF SERVICE HEARING

Customers denied service or disconnected shall have the right to a hearing. The customer may appeal against the dispute to the governing body. If there is still a dispute involving areas of authority of the Iowa Utilities Board, the customer may appeal to that board as provided for in Section 199 of the Iowa Administrative Code. Any amounts due to the Utility not in dispute shall be due and payable within the guidelines of the Service Rules. Amounts in dispute shall not be due and payable until either an agreement is reached or 30 days after written notification by either the governing body or the Iowa

Utilities Board. However, all disputes shall be settled, and any amounts due and payable within 60 days of the customer filing a dispute with the Utility. Hearing procedures include: The customer, a representative of the Utility, and the General Manager as the presiding officer shall convene at a mutually acceptable time. The customer has the right to also request the presence of the Chairperson of the governing body at the meeting, who shall become the presiding officer. A recording of the meeting shall be made and retained by the Utility. Both the customer and the representative of the Utility shall present relevant information to the General Manager and/or Chairperson of the governing body. All documents presented by the customer shall be copied and returned to the customer. The presiding officer may request additional information at the hearing. The presiding officer shall issue a written result and specify the reasons supporting the Utility's resolution.



Resolution 2023-10 E&W

A RESOLUTION REPEALING RESOLUTION 2020-387-E&W ESTABLISHING CHARGES, CONDITIONS AND OTHER TERMS OF OFFERING IN CONJUNCTION WITH THE ELECTRIC SERVICE RATE SCHEDULE.

BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE ELDRIDGE ELECTRIC AND WATER UTILITY, ELDRIDGE, IOWA.

Section 1. That Resolution 2020-387-E&W is hereby repealed.

Section 2. It is the purpose of this resolution to adopt new charges, conditions and other terms in conjunction with the electric service rate schedule. Such charges, conditions and terms hereby established are in addition to rates by class, that are established in another resolution.

Section 3. Charges, terms and conditions. Charges, terms and conditions established by this resolution are to be read in conjunction with the appropriate section of the electric service tariff. Charges, terms and conditions as established by this resolution are subject to other such conditions and stipulations as may be required by the electric service tariff.

Section 4. Amount of penalty. The penalty for failure to pay a bill of the municipal utility in a timely manner shall be 1 ½ % per month on the unpaid balance.

Section 5. Customer-requested meter test. The charge for a customer-requested meter test shall be \$10.00

Section 6. Back billing for meter error. In the case of a meter error, a customer shall be back-billed if the recalculated bill exceeds \$3.00. A former customer shall be back-billed if the recalculated bill exceeds \$5.00.

Section 7. Undercharge not due to a meter error. A customer shall be back-billed if the recalculated bill due to an error other than a meter error exceeds \$3.00. A former customer shall be back-billed if the recalculated bill due to an error other than meter error exceeds \$5.00. Back-billing in both instances shall be for a period not to exceed twelve months.

Section 8. Accidental wastage – customer side. The recomputation period for accidental wastage of electricity by the customer shall not extend back further than three months.

Section 9. Returned checks. The charge for any check or check-like financial instrument dishonored by a financial institution for any reason shall be \$20.00 for each act of dishonorment. If two or more of the customer's financial instruments are dishonored within a three-month period, future payments by the customer shall be by cash, cashier's check or postal money order, for a period of not less than one year.

Section 10. Temporary disconnections and reconnections - voluntary. The charge for voluntary temporary disconnection of service shall be \$25.00 during regular business hours and \$30.00 after regular business hours. The charge for reconnection of service from temporary voluntary disconnections shall be \$25.00 during regular business hours and \$30.00 after regular business hours.

An idle charge of \$5.00 per month shall be billed for service connections that have been temporarily disconnected.

Section 11. Permanent disconnections – voluntary. The charge for voluntary permanent disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours. The utility requires one business day notice by the customer prior to time of permanent disconnection.

Section 12. Disconnection and reconnection fee – involuntary other than for nonpayment. The charge for involuntary disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours.

Section 13. Disconnection and reconnection fee – involuntary for nonpayment. The charge for involuntary disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours. The charge for reconnection of service from involuntary disconnections shall be \$20.00 during regular business hours and \$30.00 after regular business hours.

Section 14. Service Fee. A service fee is hereby established for posting a notice of non-payment at the customer's residence or place of business. Such fee shall be \$20.00 per posting effective with the customer's second posting of notice of non-payment within a twelve-month period.

Section 15. Disconnection or Denial of Service (Hearing). Customers denied service or disconnected according to the Service Rules shall have the right to a hearing. The customer may appeal against the dispute to the governing body. If there is still a dispute involving areas of authority of the Iowa Utilities Board, the customer may appeal to that board as provided for in Section 199 of the Iowa Administrative Code. Any amounts due to the Utility not in dispute shall be due and payable within the guidelines of the Service Rules. Amounts in dispute shall not be due and payable until either an agreement is reached or 30 days after written notification by either the governing body or the Iowa Utilities Board. However, all disputes shall be settled, and any amounts due and payable within 60 days of the customer filing a dispute with the Utility. Hearing procedures include: The customer, a representative of the Utility, and the General Manager as the presiding officer shall convene at a mutually acceptable time. The customer has the right to also request the presence of the Chairperson of the governing body at the meeting, who shall become the presiding officer. A recording of the meeting shall be made and retained by the Utility. Both

the customer and the representative of the Utility shall present relevant information to the General Manager and/or Chairperson of the governing body. All documents presented by the customer shall be copied and returned to the customer. The presiding officer may request additional information at the hearing. The presiding officer shall issue a written result and specify the reasons supporting the Utility's resolution.

Section 16. Charged service calls. The work on customer equipment that is the responsibility of the customer shall be billed on a time and material basis. Relocation of utility facilities where the customer has requested the relocation shall be billed on a time and material basis. Relocation of the customer's facilities where the customer has requested the relocation shall be billed on a time and material bases.

Section 17. Compliance notification. No customer generators, such as wind turbines or solar energy systems, shall be installed until the City utility has been informed of the customer's intent to install an interconnected customer-owned generator. Connection with the City utility's grid system will be made only upon written application, upon compliance by the applicant with the rules, regulations, and interconnection standards of the City utility, and after approval of the application by the City utility upon inspection for compatibility with the City's grid system. The City utility will be required to pay the owner/operator of the interconnection generator no more than its avoided cost following connection with the City's grid system. Off-grid systems do not have to notify the City utility. Customers shall not store energy generated by customer of such energy to the City utility. Customers shall not deliver any stored energy, from any source, to the City utility, and the City utility shall have no obligation to make payment for any such energy delivered by a customer. Any customer desiring to install a customer owned generation must first have an approved Interconnection Agreement which is attached to this Resolution as Exhibit B.

Section 18. All resolutions, or parts of resolutions, in conflict with this resolution are hereby repealed.

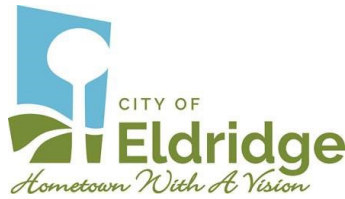
Section 19. This resolution shall be effective after its passage.

PASSED AND APPROVED THIS 19th DAY OF DECEMBER, 2023

Brock Kroeger, Chairman

Attest:

Mike Anderson, Secretary



Resolution 2025-12 E&W

A RESOLUTION REPEALING RESOLUTION 2023-10-E&W ESTABLISHING CHARGES, CONDITIONS AND OTHER TERMS OF OFFERING IN CONJUNCTION WITH THE ELECTRIC SERVICE RATE SCHEDULE.

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE ELDRIDGE ELECTRIC AND WATER UTILITY, OF THE CITY OF ELDRIDGE, IOWA.

Section 1. That Resolution 2023-10-E&W is hereby repealed.

Section 2. It is the purpose of this resolution to adopt new charges, conditions and other terms in conjunction with the electric service rate schedule. Such charges, conditions and terms hereby established are in addition to rates by class, that are established in another resolution.

Section 3. Charges, terms and conditions. Charges, terms and conditions established by this resolution are to be read in conjunction with the appropriate section of the electric service tariff. Charges, terms and conditions as established by this resolution are subject to other such conditions and stipulations as may be required by the electric service tariff.

Section 4. Amount of penalty. The penalty for failure to pay a bill of the municipal utility in a timely manner shall be 1 ½ % per month on the unpaid balance.

Section 5. Customer-requested meter test. The charge for a customer-requested meter test shall be \$10.00

Section 6. Back billing for meter error. In the case of a meter error, a customer shall be back-billed if the recalculated bill exceeds \$3.00. A former customer shall be back-billed if the recalculated bill exceeds \$5.00.

Section 7. Undercharge not due to a meter error. A customer shall be back-billed if the recalculated bill due to an error other than a meter error exceeds \$3.00. A former customer shall be back-billed if the recalculated bill due to an error other than meter error exceeds \$5.00. Back-billing in both instances shall be for a period not to exceed twelve months.

Section 8. Accidental wastage – customer side. The recomputation period for accidental wastage of electricity by the customer shall not extend back further than three months.

Section 9. Returned checks. A \$30.00 service charge is assessed to any customer whose check is returned unpaid, or ACH payment is rejected by the financial institution on which it is drawn. If two or more checks or ACH drafts are dishonored within 12 months the account will be made cash only for 12 months. The cash only comment code shall be utilized in Incode. City Hall staff will notify the resident of the returned check or rejected ACH by phone call. Payment of a dishonored check or rejected ACH must be paid including the service fee within 48 hours of the notice of the returned payment or be disconnected. Payment is only accepted by secure payment options such as cashier check, money order or cash.

Section 10. Temporary disconnections and reconnections - voluntary. The charge for voluntary temporary disconnection of service shall be \$25.00 during regular business hours and \$30.00 after regular business hours. The charge for reconnection of service from temporary voluntary disconnections shall be \$25.00 during regular business hours and \$30.00 after regular business hours.

An idle charge of \$5.00 per month shall be billed for service connections that have been temporarily disconnected.

Section 11. Permanent disconnections – voluntary. The charge for voluntary permanent disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours. The utility requires one business day notice by the customer prior to time of permanent disconnection.

Section 12. Disconnection and reconnection fee – involuntary other than for nonpayment. The charge for involuntary disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours.

Section 13. Disconnection and reconnection fee – involuntary for nonpayment. The charge for involuntary disconnection of service shall be \$20.00 during regular business hours and \$30.00 after regular business hours. The charge for reconnection of service from involuntary disconnections shall be \$20.00 during regular business hours and \$30.00 after regular business hours.

Section 14. Service Fee. A service fee is hereby established for posting a notice of non-payment at the customer's residence or place of business. Such fee shall be \$20.00 per posting effective with the customer's second posting of notice of non-payment within a twelve-month period.

Section 15. Disconnection or Denial of Service (Hearing). Customers denied service or disconnected according to the Service Rules shall have the right to a hearing. The customer may appeal against the dispute to the governing body. If there is still a dispute involving areas of authority of the Iowa Utilities Board, the customer may appeal to that board as provided for in Section 199 of the Iowa Administrative Code. Any amounts due to the Utility not in dispute shall be due and payable within the guidelines of the Service Rules. Amounts in dispute shall not be due and payable until either an agreement is reached or 30 days after written notification by either the governing body or the Iowa Utilities Board. However, all disputes shall be settled, and any amounts due and payable within 60 days of the customer filing a dispute with the Utility. Hearing procedures include: The customer, a representative of the Utility, and the General Manager as the

presiding officer shall convene at a mutually acceptable time. The customer has the right to also request the presence of the Chairperson of the governing body at the meeting, who shall become the presiding officer. A recording of the meeting shall be made and retained by the Utility. Both the customer and the representative of the Utility shall present relevant information to the General Manager and/or Chairperson of the governing body. All documents presented by the customer shall be copied and returned to the customer. The presiding officer may request additional information at the hearing. The presiding officer shall issue a written result and specify the reasons supporting the Utility's resolution.

Section 16. Charged service calls. The work on customer equipment that is the responsibility of the customer shall be billed on a time and material basis. Relocation of utility facilities where the customer has requested the relocation shall be billed on a time and material basis. Relocation of the customer's facilities where the customer has requested the relocation shall be billed on a time and material bases.

Section 17. Compliance notification. No customer generators, such as wind turbines or solar energy systems, shall be installed until the City utility has been informed of the customer's intent to install an interconnected customer-owned generator. Connection with the City utility's grid system will be made only upon written application, upon compliance by the applicant with the rules, regulations, and interconnection standards of the City utility, and after approval of the application by the City utility upon inspection for compatibility with the City's grid system. The City utility will be required to pay the owner/operator of the interconnection generator no more than its avoided cost following connection with the City's grid system. Off-grid systems do not have to notify the City utility. Customers shall not store energy generated by customer of such energy to the City utility. Customers shall not deliver any stored energy, from any source, to the City utility, and the City utility shall have no obligation to make payment for any such energy delivered by a customer. Any customer desiring to install a customer owned generation must first have an approved Interconnection Agreement which is attached to this Resolution as Exhibit B.

Section 18. All resolutions, or parts of resolutions, in conflict with this resolution are hereby repealed.

Section 19. This resolution shall be effective after its passage.

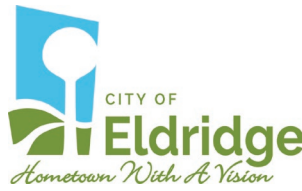
PASSED AND APPROVED this 22nd day of July, 2025.

ATTEST:

Michael Bristley, Chairman

Rachael Padavich, Secretary

_____ Ayes _____ Nays



RESOLUTION 2025-14 E&W

A RESOLUTION REPEALING RESOLUTION 2006-298 E ESTABLISHING SPECIFICATIONS, CHARGES, AND REQUIREMENTS OF PRIMARY AND SECONDARY OVERHEAD AND UNDERGROUND DISTRIBUTION SYSTEMS OF ELDRIDGE, IOWA,

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE ELDRIDGE ELECTRIC AND WATER UTILITY, OF THE CITY OF ELDRIDGE, IOWA:

Section 1. That Resolution 2006-298 E is hereby repealed,

Section 2. The Eldridge Electric Utility will furnish the wire, install underground service and connect to customer-supplied 200 amp pedestal type meter base fastened to foundation in residential subdivisions with underground primary power. A 300 amp will be allowed, when deemed necessary.

1. Underground charges shall be \$250.00 per service
2. All residential meter sockets shall be equipped with a service disconnect. All commercial sockets rated 200 amps or larger shall have a service disconnect. Commercial meter sockets rated less than 200 amps shall have a service disconnect if available.

Section 3. All residential, commercial and industrial underground services originating from overhead lines are required to have weatherhead and conduit or u-guard from the top of the pole to three-feet below ground as per N.E.C. and local code. Such underground services must come fully to the established pole line. The installation of any underground service from an overhead line will be the responsibility of the property owner or electric customer.

Section 4. The relocation of existing underground electric service lines for residential, commercial, or industrial properties shall be the responsibility of the property owner or electric customer. In the event that the utility performs the relocation, all associated costs shall be the responsibility of the customer. All resolutions in conflict with this resolution are hereby repealed.

Section 5. Charges for primary and secondary overhead and underground lines in subdivisions will be as follows:

A. Charges for primary overhead and underground electric systems for residential, commercial and industrial subdivisions shall be as follows:

1. Subdivisions that do not require any primary extension shall be assessed \$300 per lot, parcel, or out lot.
2. Subdivisions that require primary and secondary extension shall be assessed 25% of the total cost of installation plus \$300 per lot, parcel, or out lot.

3. All customers and industrial underground secondary service must extend fully to the underground transformer or secondary pedestal. The property owner or utility customer will be responsible for this installation. The contractor will furnish connectors, bronze silicone bolts, nuts, and lock-washers to connect to the utility transformer or pedestal

4. Payment for the installation of primary and underground systems is due within 30 days of completion. Failure to pay within the specified time will result in the line being disconnected until payment is made

Section 6. Temporary overhead service will have a meter loop, a climbable pole, ground fault interrupter type service, and be located with the approval of the Electric Superintendent. All material for temporary service shall be provided by the owner before service is connected.

Section 7. Temporary underground service will be approved by the Electric Superintendent and the City inspector. All expenses for installing such a service shall be paid by the customer or property owner.

Section 8. For new services greater than 30 amps metering instrument transformers (current and/or voltage) shall be used with instrument rated meters to measure power consumption.

Section 9. All overhead and underground services, larger than 300 amps, will be charged for the meter base, clamps, current transformer, potential transformer cabinet, transformer pad, and any other equipment as required by the Eldridge Electric Utility.

Section 10. Line distribution transformers up to 250 KVA will be furnished by Eldridge Electric Utility if the projected load, as calculated by the Electric Superintendent, supports such installation.

Section 11. Pad mount three-phase transformer up to 1,00 KVA will be furnished by the Utility if the projected load, as calculated by the Electric Superintendent, supports such installation. All three-phase pad mount transformers must utilize ground wye – grounded wye connections with standard secondary voltage of 480y/277 or 208y/120 to minimize over-voltages due to unbalanced loads, magnetizing currents, and ferroresonance.

PASSED AND ADOPTED THIS 22ND DAY OF JULY 2025.

ATTEST:

/s/ Michael Bristley, Chairman

/s/ Rachel Padavich, Secretary



RESOLUTION 2025-13 E&W

A RESOLUTION ESTABLISHING AN INCREASE IN WATER RATES TO MEET THE FISCAL OBLIGATION OF THE WATER UTILITY.

WHEREAS, The Board of Trustees of the Eldridge Electric and Water Utility has a responsibility to maintain the financial integrity of the water utility; and

WHEREAS, The Board of Trustees of the Eldridge Electric and Water Utility has considered additional expenses necessary for infrastructure repairs and has determined the water rates should be increased; and

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE
ELDRIDGE ELECTRIC AND WATER UTILITY:

The following rate structure shall become effective September 1st, 2025.

1. Rates for water consumption shall be as follows:

0 up to and including 2,000 gallons	\$11.01 (minimum bill)
From 2,100 up to and including 100,000 gallons	\$0.55 per 100 gallons
Over 100,000 gallons	\$0.50 per 100 gallons

All resolutions in conflict with this resolution are hereby repealed.

PASSED AND ADOPTED THIS 22ND DAY OF JULY 2025.

ATTEST:

/s/ Michael Bristley, Chairman

/s/ Rachel Padavich, Secretary



Lighting Maintenance, Inc

351 N 6th Avenue
Eldridge, IA 52748

Estimate

Date	Estimate #
7/11/2025	190

Name / Address
City of Eldridge City Hall 305 North 3rd Street Eldridge, IA 52748

Ship To
Water Treatment Eldridge

Contact	
---------	--

Project	
Description	
Well #4 The supply of material and labor to install: -Forty (40) HP soft start in existing enclosure. -Wire scada controls. -All associated wiring. Quote: \$5,440.00	
Well #5 The supply of material and labor to install: -Forty (40) HP soft start in existing enclosure. -Wire scada controls. -All associated wiring. Quote:\$5,440.00	

We appreciate the opportunity to quote this project. Please feel free to contact with any questions or concerns. Approved by:

Signature _____

Phone #	Fax #	E-mail	Web Site
563-322-2023	563-285-6413	lmi@lmiqca.com	www.lmiqca.com



Lighting Maintenance, Inc

351 N 6th Avenue
Eldridge, IA 52748

Estimate

Date	Estimate #
7/17/2025	432

Name / Address	
City of Eldridge City Hall 305 North 3rd Street Eldridge, IA 52748	
Contact	

Ship To
Water Treatment Eldridge

Project
Description
The supply of material and labor to replace existing auto transfer switch with RonKpoxa4003 switch. Quote: \$8,320.00
Note: -Replacement will require power outage. -Switch has a 10-12 week lead time.

We appreciate the opportunity to quote this project. Please feel free to contact with any questions or concerns. Approved by:

Signature _____

Phone #	Fax #	E-mail	Web Site
563-322-2023	563-285-6413	lmi@lmiqca.com	www.lmiqca.com