AGENDA

ELDRIDGE ELECTRIC AND WATER UTILITY BOARD
November 3rd, 2026 – 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 October 6th, 2026

5. Financial & Administrative
   A. Consideration to Approve Bills Payable
   B. Discussion and consideration to approve Utility Billing Policy & Procedure.
   C. Department Update

6. Electric Department
   A. Outages
   B. Department Update – Collin Wilson

7. Water Department
   A. Water Main Breaks
   B. Water Test Results
   C. Discussion and consideration to approve TriCity Electric to perform the SCADA repair for the Old Tower SCADA system.
   D. Department Update – Cegan Long

8. Adjournment

NEXT REGULAR MEETING: Tuesday, November 17th, 2026, at 5:00 pm

Abby Petersen Mark Goodding Jeff Hedrington Michael Bristley

AGENDA

ELDRIDGE ELECTRIC AND WATER UTILITY BOARD

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 October 6th, 2026, at Eldridge City Hall.

Board Members present were Jeff Hedrington, Abby Petersen, Michael Bristley, and Mark Goodding. Gage Lane, Sadie Wagner, and Ryan Iossi were also present.

Public Comment-
None.

Approval of Agenda-
Hedrington made a motion to approve the agenda. Second by Petersen. All Ayes. Motion carried.

Approval of Utility Board Minutes from September 15th, 2026-
Hedrington made motion to approve the minutes from September 15th, 2026. Second by Goodding. All Ayes. Motion carried.

Financial & Administrative-
Hedrington made motion to Approve Bills Payable in the amount of $221,392.65. Second by Goodding. All Ayes. Motion carried.

Department Update-Sadie Wagner- Wagner reported that she emailed Steve and Jeff regarding the Van Wert pilot. Jeff confirmed that they recently received a few cellular collars but are still awaiting the meters. Mary Egger with IAW also reached out regarding the possibility of placing an IAW discussion on the next meeting agenda. Wagner requested direction from the Board on whether they would like this item added to the next agenda. The utility water tower was nominated for the 2026 Tower of the Year, and a flyer was posted on the City's social media to promote the nomination.

Electric Department
Outages- two power outages during the month. September 22nd, 2026, an outage occurred at approximately 6:25 a.m. at 1181 E Franklin Street 8th upon arrival the crew noticed one out of the three fused cutouts open at the source feed for multiple properties. After a failed re-fuse attempt, it was determined there was a bad primary URD cable. Crew isolated and tested confirming a faulted section on a radial feed affecting one customer. The remaining 10 were restored by 8:00am, the one was notified and power was restored by 8:30am. Second outage reported at 566 Harry Herbert Drive, on September 26th, 2026, at 9:25am. Cause was animal contact at the transformer. Power was restored at 9:52am. 2 customers were affected.

Department Update – Collin Wilson
Crew has finished pole replacements in the rear easements in the 400-500 blocks between N. 5th Place. Electric installation has begun at Grunwald 3rd addition.

Water Department-
Water Main Breaks- None.

Water Test Results-
September results have all passed. Fluoride is right at the recommended residual.

Goodding made motion to approve a preventative maintenance agreement with Climate Engineers for 26-27. Second by Hedrington. All Ayes. Motion carried.

Hedrington made motion to approve asphalt patching on N 3rd St & W Donahue St. with Tri City Builders in the amount of $16,775.00. Second by Petersen. All Ayes. Motion carried

Department Update – Cegan Long
On September 21, 2026, rainwater entered the conduit leading into the Iowa Street water tower pit and caused several digital cards in the SCADA cabinet to short out. Tanner worked to dry out the cabinets, and Collin assisted with redirecting the water from the conduit to prevent it from dripping onto the SCADA cabinet. Thank you to Collin for his assistance. Water Department staff began troubleshooting with Tri-City to restore SCADA operations. A power cycle was attempted, which is typically the preferred reset; however, the system did not respond as expected, resulting in a loss of remote communications. Tri-City was unable to respond, so River City Engineering was contacted on September 23, 2026, to assist with troubleshooting. Remote access was restored by the end of the day, avoiding the need for operators to work overnight shifts to manually operate the pumps. Well #4 is fully operational. A timing issue between the pre-lube and start/run command was identified. The pre-lube time was too long, and after it was shortened, Well #4 has been operating normally without calling out as a failure. Well #3's check valve has failed. This is the third replacement of this particular check valve in the past six years. Northway Well and Pump was on-site to replace a flow switch at Well #4 and also investigated the check valve at Well #3. The globe-style check valve currently installed is not designed to remain under pressure for extended periods, and the spring is typically the component that fails. Northway will provide a quote to reconfigure the piping at Well #3 to allow for installation of the proper check valve. The Water Department plans to switch to free chlorine around October 22, 2026, and begin fall flushing on October 26, 2026, with the goal of completing flushing by Thanksgiving or shortly thereafter. The Water Department is also working with Shive-Hattery to gather information on the current wells to better understand how Wells #4 and #5 operate under various scenarios.

Adjournment
Hedrington made a motion to adjourn at 5:26 p.m. Second by Petersen. All ayes.

Respectfully submitted,
Gage Lane
Utility Billing Clerk

AGENDA

BILLS PAYABLE				
CHECK #	**FUND**	**VENDOR**	**DESCRIPTION**	**AMOUNT**
227810	630-5-820-6310	A & A AIR COND & REFRIGERATION INC	ICE MACHINE RENTAL	$ 62.50
227811	630-5-820-6340	ACCESS SYSTEMS LEASING	COPIER LEASE	$ 312.17
227811	630-5-820-6340	ACCESS SYSTEMS LEASING	COPIER LEASE	$ 106.63
227812	600-5-810-6501	ACCO UNLIMITED CORP.	TREATMENT MATERIAL BULK TANK MDFICTNS	$ 91.49
227813	600-5-810-6371	ALLIANT ENERGY CO.	ELECTRICITY	$ 235.18
227814	630-5-820-6310	ALWAYS CLEAN LLC	OFFICE AND COMMONS CLEANING	$ 300.00
227815	630-5-820-6181	AMAZON CAPITAL SERVICES	PAPER, CLOTHING ALLOWANCE	$ 56.99
227815	630-5-820-6181	AMAZON CAPITAL SERVICES	PAPER, CLOTHING ALLOWANCE	$ 109.95
227815	630-5-820-6181	AMAZON CAPITAL SERVICES	PAPER, CLOTHING ALLOWANCE	$ 119.95
227815	630-5-820-6506	AMAZON CAPITAL SERVICES	PAPER, CLOTHING ALLOWANCE	$ 59.94
227816	630-5-820-6401	BOHNSACK & FROMMELT LLP	PROGRESS BILLING FOR AUDIT 2026	$ 12,750.00
227816	630-5-820-6401	BOHNSACK & FROMMELT LLP	ACCOUNTING SERVICES	$ 4,425.00
227817	630-5-820-6450	BORTEC INC	EMERG INSTALL OF CONDUIT	$ 2,736.00
227818	630-5-820-6310	CINTAS CORPORATION	GRAY MATS	$ 86.33
227818	630-5-820-6310	CINTAS CORPORATION	GRAY MATS	$ 133.99
227819	600-5-810-6506	CINTAS FIRST AID & SAFETY D89	MEDICINE CABINET	$ 8.03
227819	630-5-820-6310	CINTAS FIRST AID & SAFETY D89	FIRST AID KIT REFILL	$ 44.38
227820	600-5-810-6311	CLIMATE ENGINEERS-QC	PREVENTATIVE MAINT ANNUAL AGRMNT	$ 2,516.77
227821	630-5-820-6413	COMMUNITY ACTION OF EASTERN IOWA	COMMUNITY ACTION	$ 52.50
227822	630-5-820-6450	DSI MEDICAL SERVICES, INC.	RANDOM TESTING Q1	$ 101.00
227823	630-5-820-6414	EASTERN IOWA PUBLICATION LLC	MINUTES AND RESOLUTIONS	$ 412.87
227824	630-5-820-6332	EASTERN IOWA TIRE	UNIT 642 TRAILER TIRES	$ 825.56
227825	630-5-820-6560	FLETCHER-REINHARDT CO.	INVENTORY	$ 65.00
227825	630-5-820-6781	FLETCHER-REINHARDT CO.	WIRE AND CONDUCTOR	$ 6,666.10
227826	600-5-810-6501	HAWKINS INC.	CHLORINE CYLINDER	$ 1,619.73
227827	600-5-810-6213	IA ASSN. MUNICIPAL UTIL.	SGEI OCT-DEC 2026 SAFETY TRAINING	$ 1,514.26
227827	630-5-820-6230	IA ASSN. MUNICIPAL UTIL.	SGEI OCT-DEC 2026 SAFETY TRAINING	$ 1,514.27
227828	630-5-820-6450	IOWA ONE CALL	LOCATIONS	$ 58.60
227829	600-5-810-6501	LINOH20	LAB EQUIPMENT CALIBRATION	$ 1,373.00
227830	600-5-810-6723	MENARDS	OLD TOWER DRAIN TUBING	$ 37.13
227830	630-5-820-6507	MENARDS	BUSHINGS	$ 11.87
227831	600-5-810-6451	QC ANALYTICAL SERVICES LLC	MONTHLY COMPLIANCE SAMPLING	$ 274.00
227832	630-5-820-6781	RESCO	EPR 2450'	$ 16,692.48
227833	600-5-810-6373	RIVER CITIES ENGINEERING, INC	TROUBLESHOOTING	$ 154.00
227834	600-5-810-6373	SHARED IT INC	IT SERVICES AND BACKUP	$ 143.10
227834	630-5-820-6373	SHARED IT INC	IT SERVICES AND BACKUP	$ 143.10
227835	630-5-820-6457	SKARSHAUG TESTING LAB	CLEAN TEST SEAL	$ 499.62
227836	630-5-820-6402	TYLER TECHNOLOGIES	TYLER ONLINE PAYMENT FEES	$ 1,791.25
227837	600-5-810-6560	VAN WERT INC	WATER METER ERT EXTENSIONS	$ 150.99
227837	630-5-820-6560	VAN WERT INC	CENTRON	$ 788.51
227838	630-5-820-6230	WAGNER, MERSADIE	CLASS AT IAMU-FINANCE PHILOSOPHIES	$ 231.00
ACH	SPLIT	PAYROLL DATE 10/8/26	PAYROLL DATE 10/8/26	$ 42,341.89
			TOTAL	$ 101,617.13

CREDIT CARD				
DFT0001173	630-5-820-6601	ADP, INC	ADP ADMIN FEES OCT 2026	$ 31.53
DFT0001178	600-5-810-6150	EBS	COBRA	$ 49.76
DFT0001178	630-5-820-6150	EBS	COBRA	$ 70.34
DFT0001180	600-5-810-6331	WEX BANK	FUEL	$ 398.61
DFT0001180	630-5-820-6331	WEX BANK	FUEL	$ 264.03
DFT0001181	630-5-820-6402	PAYMENTECH (TYLER CC)	PAYMENTECH FEES	$ 4,315.49
DFT0001182	630-5-820-6402	PAYMENTECH (TYLER CC)	PAYMENTECH FEES	$ 102.80
DFT0001183	630-5-820-6402	PAYMENTECH (TYLER CC)	PAYMENTECH FEES	$ 600.93
DFT0001185	821-5-630-6184	EBS	PSF CLAIM FUNDING	$ 33.46
			TOTAL:	$ 5,866.95
			GRAND TOTAL:	$ 107,484.08

AGENDA

BILLS PAYABLE				
CHECK #	**FUND**	**VENDOR**	**DESCRIPTION**	**AMOUNT**
227839	630-5-820-6331	AGVANTAGE FS	DIESEL	$ 2,282.08
227840	630-5-820-6506	AMAZON CAPITAL SERVICES	INK CARTRDIGE	$ 108.00
227841	600-5-810-6331	ASCENDANCE TRUCKS EASTERN IOWA, LLC	UNIT 303 SERVICE PARTS FOR REPAIRS FOR TRANSMISSN	$ 834.29
227842	600-5-810-6311	CLIMATE ENGINEERS-QC	HVAC MAINT	$ 1,072.59
227843	600-5-810-6181	JK INDUSTRIES	TANNER CLOTHING ALLOWANCE	$ 164.00
227844	630-5-820-6507	MENARDS	OPERATING SUPPLIES	$ 16.60
227845	600-5-810-6371	MIDAMERICAN ENERGY COMPANY	MID AMERICAN UTILITY	$ 46.52
227845	600-5-810-6371	MIDAMERICAN ENERGY COMPANY	MID AMERICAN UTILITY	$ 18.17
227845	600-5-810-6371	MIDAMERICAN ENERGY COMPANY	MID AMERICAN UTILITY	$ 16.47
227845	600-5-810-6371	MIDAMERICAN ENERGY COMPANY	MID AMERICAN UTILITY	$ 52.75
227845	600-5-810-6371	MIDAMERICAN ENERGY COMPANY	MID AMERICAN UTILITY	$ 34.05
227845	630-5-820-6371	MIDAMERICAN ENERGY COMPANY	MID AMERICAN UTILITY	$ 17.60
227847	600-5-810-6723	NIEMANN FOODS INC.	PAINT STRIPPER AND PIPE MARKER	$ 42.54
227847	600-5-810-6723	NIEMANN FOODS INC.	TRUCK PLATFORM SCREWS	$ 45.99
227848	600-5-810-6373	PRECISION CONCEPTS	DEVICE HOSTING	$ 144.00
227848	630-5-820-6373	PRECISION CONCEPTS	DEVICE HOSTING	$ 540.00
227849	600-5-810-6373	QUAD CITIES TAS	ANSWERING SERVICE	$ 34.00
227849	630-5-820-6450	QUAD CITIES TAS	ANSWERING SERVICE	$ 34.00
227851	630-5-820-6560	RESCO	GROUND SLEEVE 25X25 OPENING	$ 3,931.20
227852	600-5-810-6311	RIVER CITIES ENGINEERING, INC	CLEARWELL SCADA TROUBLESHOOTING	$ 385.00
227853	600-5-810-6723	RIVERSTONE GROUP INC	BACKFILL GRAVEL	$ 977.90
227853	600-5-810-6723	RIVERSTONE GROUP INC	WATER MAIN BREAK BACKFILL MATERIAL	$ 460.43
227854	630-5-820-6605	SHIVE-HATTERY ENGINEERS	ELECT SYSTEM STUDY	$ 18,500.00
227855	630-5-820-6560	STUART C IRBY CO	CURVED WASHER, CROSSARM BRACKET	$ 1,583.60
227855	630-5-820-6560	STUART C IRBY CO	WASHERS	$ 144.45
227857	600-5-810-6501	USA BLUE BOOK	LAB WASH BOTTLES	$ 126.60
227858	600-5-810-6560	VAN WERT INC	OLSEN METER	$ 2,973.33
227859	600-5-810-6373	VERIZON WIRELESS	PHONE	$ 156.09
227859	630-5-820-6373	VERIZON WIRELESS	PHONE	$ 183.26
227860	600-5-810-6331	NAPA AUTO PARTS	UNIT 330 WINDSHIELD WIPERS	$ 27.92
227860	630-5-820-6332	NAPA AUTO PARTS	UNIT 646 OIL FILTER FOR SERVICE	$ 5.09
227860	630-5-820-6332	NAPA AUTO PARTS	UNIT 622 OIL FILTER FOR SERVICE	$ 5.09
ACH	SPLIT	PAYROLL DATE 10/22/26	PAYROLL DATE 10/22/26	$ 42,116.33
			TOTAL	$ 77,079.94

CREDIT CARD

DFT1213	821-5-630-6184	EBS	PSF CLAIM FUNDING	$ 47.27
DFT1216	600-5-810-6213	AMERICAN WATER WORKS	MEMBERSHIP DUES	$ 462.00
DFT1216	600-5-810-6213	IA DNR	WATER USE PERMIT FEE	$ 124.54
DFT1216	600-5-810-6506	STAPLES	32 GB USB FLASH DRIVE 5 PACK	$ 79.99
DFT1216	630-5-820-6508	COMMERCIAL PRINTERS	SHIPPING	$ 23.90
			TOTAL:	$ 737.70

			GRAND TOTAL:	$ 77,817.64

AGENDA

CITY OF Eldridge

Hometown With A Vision

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 6 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.

CREDIT BALANCE CAP

A residential account may carry a credit balance up to, but not exceeding, the customer's average yearly bill amount. Any credit balance above this threshold is considered an excess liability and will be subject to review and resolution. The maximum allowable credit on any residential account is calculated by dividing the customer's total billed charges over the prior 12 months by 12 to establish a monthly average, then multiplying that figure by 12 to confirm the annual average. This figure becomes the credit ceiling for that account. The cap will be recalculated annually or upon request by a supervisor. If a credit balance exceeds the customer's average yearly bill amount, the following steps will be taken: the account will be flagged for review, the excess amount will be refunded to the customer via the original payment method or by check, and the account will be adjusted to reflect the allowable credit limit. Customers may not intentionally overpay their accounts for the purpose of building a credit balance beyond the allowable cap. Staff are prohibited from applying payments or adjustments that would knowingly push a credit balance above the established ceiling. Any adjustment that would cause a credit to exceed the cap must receive supervisor approval before being posted. Recurring overpayments identified on an account will trigger an automatic review and may result in a refund being issued without the customer's request.

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.

MEDICAL STAY

In reference to 199 Iowa Administrative Code (IAC) – Chapter 27, 27.4(1)"h".

Disconnection of a residential customer will be postponed if the disconnection of service would present an especial danger to the health of any permanent resident of the premises.

An especial danger to health is indicated if a person appears to be seriously impaired and may, because of mental or physical problems, be unable to manage the person's own resources, to carry out activities of daily living, or to be protected from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include but are not limited to age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances that indicate a severe or hazardous health situation.

The electric cooperative or municipal electric utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered; a statement that the person is a resident of the premises in question; the name, business address, and telephone number of the certifying party; the nature of the health danger; and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the utility within five days.

Verification will postpone disconnection for 30 days. In the event service is terminated within 14 days prior to verification of illness by or for a qualifying resident, service is to be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. If the customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first 30 days and does not keep the current account paid during the period that the unpaid balance is to be retired, the customer is subject to disconnection.

The City of Eldridge Electric & Water Utility is only required to honor only one 30-day Medical Stay per household per calendar year.

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.

OVERPAYMENTS AND REFUNDS

OVERPAYMENTS RESULTING IN A CREDIT BALANCE

When a customer mistakenly makes a payment that exceeds the amount owed and the payment results in a credit balance on the utility account, the City may refund the credit to the customer. Any refund remains subject to the existing Credit Balance Cap policy and applicable City procedures.

OVERPAYMENTS ON ACCOUNTS WITH AN OUTSTANDING BALANCE

When a customer makes a payment that is greater than the amount they intended to pay, but the account still has an outstanding balance, including past-due charges, the payment will be applied to the amount owed. The City will not refund the payment or any portion of it while the account has an outstanding balance.

PAYMENT ARRANGEMENTS AND ONLINE PAYMENTS

Customers who have an active payment arrangement with the City for an outstanding utility balance

may not schedule future-dated payments or use automatic payment options through the City's online payment portal while the arrangement is in effect. The online portal may withdraw the full outstanding balance instead of the installment amount established by the payment arrangement. The City will not refund payments processed as a result of scheduled or automatic payments that exceed the agreed-upon installment. Customers with an active payment arrangement may continue to make payments by cash or check, or by submitting a manual payment through the City's online payment portal. Scheduled future payments and automatic payments are not permitted while the arrangement remains in effect.

CUSTOMER RESPONSIBILITY

Customers are responsible for selecting the correct payment method and amount and for making payments in accordance with the terms of their payment arrangement. Customers participating in a payment arrangement should not schedule future-dated or automatic payments through the online portal.

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.

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 accountholder 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.

COLLECTION REFERRALS AND ADMINISTRATIVE WRITE-OFFS

COLLECTION AGENCY REFERRALS

Accounts meeting the minimum referral requirements established by Municipal Collections of America (MCOA) shall be referred to the collection agency upon completion of the City's collection process. Accounts with balances below the minimum referral threshold established by MCOA shall remain on the

City's accounts receivable records and shall continue to be considered delinquent accounts unless otherwise provided in this policy.

ADMINISTRATIVE WRITE-OFFS

Delinquent utility account balances of $5.00 or less may be administratively written off after completion of the City's ninety-day collection process, including the issuance of all required collection notices. Due to the administrative cost of maintaining and collecting these nominal balances, the City has determined that collection is not cost-effective. Administrative write-offs under this section shall require approval by the Utility Administrative Manager or designee and shall be documented in the City's financial records in accordance with the City's accounting procedures.

Delinquent utility account balances greater than $5.00 that do not meet the minimum referral threshold established by MCOA shall remain on the City's accounts receivable records for a period of ten years from the date the account becomes final. During this period, the City may pursue collection through any lawful means available, including referral to MCOA if the balance later meets the referral threshold, submission to the Iowa Income Offset Program when eligible, or any other remedies authorized by law.

Any former customer requesting new utility service with the City who has an outstanding delinquent utility balance greater than $5.00 that was incurred within the previous ten years shall be required to pay the outstanding balance in full before new utility service will be established. All applicable deposits and fees required under City policy shall also be paid prior to the establishment of service.

Upon reaching ten years from the date the account became final, any remaining unpaid balance determined to be uncollectible may be administratively written off in accordance with the City's accounting procedures and applicable record retention requirements. Such write-offs shall require approval by the City Administrator or their designee. Once approved, the outstanding balance shall be removed from the City's accounts receivable records and documented in the City's financial records in accordance with the City's accounting procedures.

AGENDA

QCAnalytical Services, LLC
1798 Iowa Drive, LeClaire, IA 52753 • qcanalytical.net
O: 563-289-3373 • Fx: 563-289-5526

Laboratory Report

Eldridge, City of
Cegan Long
305 North 3rd Street
Eldridge,IA 52748

Date Received: 10/06/26 10:49
Date Reported: 10/27/26 17:21
Project: PWS ID # IA8230008 Eldridge
Email reports and Invoice

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Sample ID: 1050 W Maple Ct Grab			**Date Sampled: 10/05/26 10:40**		**Date Received: 10/06/26 10:49**	
Lab No.: 26J0615-01			**Sampled by: Cegan Long**			
Classical Chemistry Parameters						
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	2.63	pH Units	10/05/26 10:40	Cegan Lc	SM 4500 H + B	

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Sample ID: 102 W Harvest St Grab			**Date Sampled: 10/05/26 11:00**		**Date Received: 10/06/26 10:49**	
Lab No.: 26J0615-02			**Sampled by: Cegan Long**			
Classical Chemistry Parameters						
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	3.24	pH Units	10/05/26 11:00	Cegan Lc	SM 4500 H + B	

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Sample ID: 212 N 3rd St Grab			**Date Sampled: 10/05/26 11:15**		**Date Received: 10/06/26 10:49**	
Lab No.: 26J0615-03			**Sampled by: Cegan Long**			
Classical Chemistry Parameters						
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	2.19	pH Units	10/05/26 11:15	Cegan Lc	SM 4500 H + B	

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Sample ID: 120 S 3rd Ave Grab			**Date Sampled: 10/05/26 11:25**		**Date Received: 10/06/26 10:49**	
Lab No.: 26J0615-04			**Sampled by: Cegan Long**			
Classical Chemistry Parameters						
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	

Analysis Certified by:



Amy Dobbelare For Randall Wanke, Laboratory Director

Randal Wanke, Laboratory Director

IA DNR lab #113

QCAnalytical Services, LLC
1798 Iowa Drive, LeClaire, IA 52753 • qcanalytical.net
O: 563-289-3373 • Fx: 563-289-5526

Eldridge, City of	Project: PWS ID # IA8230008 Eldridge	
305 North 3rd Street	Email reports and Invoice	**Reported:**
Eldridge IA, 52748	Client Contact: Cegan Long	10/27/26 17:21

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Field pH	2.86	pH Units	10/05/26 11:25	Cegan Lc	SM 4500 H + B	

Sample ID: 361 Country Club Ct Grab **Date Sampled: 10/05/26 11:42** **Date Received: 10/06/26 10:49**
Lab No.: 26J0615-05 **Sampled by: Cegan Long**

Classical Chemistry Parameters

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	1.08	pH Units	10/05/26 11:42	Cegan Lc	SM 4500 H + B	

Sample ID: 3531 S 11th Ave Grab **Date Sampled: 10/06/26 9:10** **Date Received: 10/06/26 10:49**
Lab No.: 26J0615-06 **Sampled by: Cegan Long**

Classical Chemistry Parameters

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	1.73	pH Units	10/06/26 9:10	Cegan Lc	SM 4500 H + B	

Sample ID: 807 Sawgrass Ct Grab **Date Sampled: 10/06/26 8:36** **Date Received: 10/06/26 10:49**
Lab No.: 26J0615-07 **Sampled by: Cegan Long**

Classical Chemistry Parameters

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	2.13	pH Units	10/06/26 8:36	Cegan Lc	SM 4500 H + B	

Sample ID: 1075 Rustic View Ct Grab **Date Sampled: 10/06/26 8:50** **Date Received: 10/06/26 10:49**
Lab No.: 26J0615-08 **Sampled by: Cegan Long**

Classical Chemistry Parameters

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Total Coliforms	Negative	MPN/100 mL	10/06/26 14:16	ad	SM 9223B	
Field pH	1.82	pH Units	10/06/26 8:50	Cegan Lc	SM 4500 H + B	

N-1	Negative
_A	Bacteria Absent

AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-06

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: — . —

Total Chlorine: 1 . 73

Lab Tech Note:
Add Field Data Analysis Total Chlorine at Log-in on to Res. Cl mg/L tab.

Sample date: Month 10 Day 06 Year 2026 Time: Hour 09 Minutes 10 (AM) PM

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 3531 S 11th Ave

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/6/26 Time 9:10

Lab Signature Kathryn Tuttle Print name _____

Date 10/6/26 Time 1059

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # ~~Kat~~ 26J0615-07

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: — . —

Total Chlorine: 2 . 13

Lab Tech Note:
Add Field Data Analysis Total Chlorine at Log-in on to Res. Cl mg/L tab.

Sample date: Month 10 Day 06 Year 2026 Time: Hour 08 Minutes 36 (AM) - PM)

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 807 Sawgrass Ct

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/6/26 Time 8:36

Lab Signature _____ Print name _____

Date 10/6/26 Time 10:01

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AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-08

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: — . —

Total Chlorine: 1 . 82

Lab Tech Note:
Add Field Data Analysis Total Chlorine at Log-in on to **Res. Cl mg/L tab.**

Sample date: Month 10 Day 06 Year 2026 Time: Hour 08 Minutes 50 (AM) - PM)

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 1075 Rustic View Ct

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/6/26 Time 8:51

Lab Signature _____ Print name _____

Date 10/6/26 Time 1103

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AGENDA

QC Analytical Services, LLC
1298 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-01

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: — . —

Total Chlorine: 2 . 63

Lab Tech Note:
Add Field Data Analysis Total Chlorine at Log-in on to Res. Cl mg/L tab.

Sample date: Month 10 Day 05 Year 2026 Time: Hour 10 Minutes 40 (AM) PM

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 1050 W Maple Ct.

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/5/26 Time 10:42

Lab Signature Katelyn Tuttle Print name _____

Date 10/6/26 Time 1052

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Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

QC Analytical Services, LLC
1298 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-02

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: — . —

Total Chlorine: 3 . 24

Lab Tech Note:
Add Field Data Analysis
Total Chlorine at Log-in on
to **Res. Cl mg/L tab**.

Sample date: Month 10 Day 05 Year 2026 Time: Hour 11 Minutes 00 (AM - PM)

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 102 W Harvest St

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/5/26 Time 11:02

Lab Signature _____ Print name _____

Date 10/6/26 Time 1053

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
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AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-03

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please Circle, Check or Write-in) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: - . -

Total Chlorine: 2 . 19

Lab Tech Note:
Add Field Data Analysis Total Chlorine at Log-in on to Res. Cl mg/L tab.

Sample date: Month 10 Day 05 Year 2026 Time: Hour 11 Minutes 15 (AM) PM

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 212 N 3rd St

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/5/26 Time 11:16

Lab Signature Kathryn Little Print name _____

Date 10/6/26 Time 1055

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-04

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle**, **Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: – . –

Total Chlorine: 2 . 86

Lab Tech Note:
Add Field Data Analysis Total Chlorine at Log-in on to **Res. Cl mg/L tab.**

Sample date: Month 10 Day 05 Year 2026 Time: Hour 11 Minutes 25 (AM) - PM)

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 120 S 3rd Ave

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/5/26 Time 11:30

Lab Signature _____ Print name _____

Date 10/6/26 Time 1056

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0615-05

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Total Coliform	Contact Person:	Mail Report:
Water samples must be analyzed within 30 hours of collection.	Contact Phone:	Email Report:

Sample Type: (Check one)

✓	Routine	
	Triggered	SEP#_____
	Repeat (circle one->)	upstream downstream original
	Special	

Free Chlorine: — . —

Total Chlorine: 1 . 08

Lab Tech Note:
Add Field Data Analysis
Total Chlorine at Log-in on to **Res. Cl mg/L tab**.

Sample date: Month 10 Day 05 Year 2026 **Time:** Hour 11 Minutes 42 (AM - PM)

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 361 Country Club Ct.

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/5/26 Time 11:43

Lab Signature _____ Print name _____

Date 10/6/26 Time 1058

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

QCAnalytical Services, LLC
1798 Iowa Drive, LeClaire, IA 52753 • qcanalytical.net
O: 563-289-3373 • Fx: 563-289-5526

Laboratory Report

Eldridge, City of
Cegan Long
305 North 3rd Street
Eldridge,IA 52748

Date Received: 10/06/26 10:46
Date Reported: 10/27/26 17:21
Project: PWS ID # IA8230008 Eldridge
Email reports and Invoice

Case Narrative

DRINKING WATER NOTES:

All Fluoride results will be submitted to IA DNR.
Drinking Water Certifications: IA (113)

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Sample ID: 505 W Danahue St Grab			**Date Sampled: 10/06/26 7:58**		**Date Received: 10/06/26 10:46**	
Lab No.: 26J0614-01			**Sampled by: Cegan Long**			
Classical Chemistry Parameters						
Fluoride	0.556	mg/L	10/06/26 17:42	EV	EPA 300.0	
Field Fluoride	0.66	mg/L	10/06/26 7:58	Cegan Long		

Analysis Certified by:

Randall Wanke, Ph.D.

Amy Dobbelare For Randall Wanke, Laboratory Director

Randal Wanke, Laboratory Director

IA DNR lab #113

AGENDA

QC Analytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0614-01

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle**, **Check or Write-in**) (Check IA DNR Permit for Accuracy)

Fluoride Hold time: 28 days	Contact Person: Contact Phone:	Mail Report: Email Report:

Total Fluoride (Field): 0.66

Lab Tech Note:
Add Field Data Analysis Fluoride at Log-in

Sample date: Month 10 Day 06 Year 2026 Time: Hour 07 Minutes 58 (AM) PM

Facility ID: 950

Sampling Point ID (use facility ID, if not #assigned): 950

Sample Collection Location: 505 W Donahue St

Sample Collector (last name, first name): Long, Cegan

Client Signature _____ Print name Cegan Long

Date 10/6/26 Time _____

Lab Signature Kaitlyn Tuttle Print name _____

Date 10/6/26 Time 1049

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

QCAnalytical Services, LLC
1798 Iowa Drive, LeClaire, IA 52753 • qcanalytical.net
O: 563-289-3373 • Fx: 563-289-5526

Laboratory Report

Eldridge, City of
Cegan Long
305 North 3rd Street
Eldridge,IA 52748

Date Received: 10/07/26 11:24
Date Reported: 10/29/26 11:17
Project: PWS ID # IA8230008 Eldridge
Email reports and Invoice

Analyte	Result	Units	Analyzed	Analyst	Method	Notes
Sample ID: 601 E Trails Rd Grab			**Date Sampled: 10/07/26 9:15**		**Date Received: 10/07/26 11:24**	
Lab No.: 26J0717-01			**Sampled by: Kevin Kruse**			
Classical Chemistry Parameters						
Ammonia as N	0.12	mg/L	10/19/26 14:08	jc	Timberline	

Analysis Certified by:

Randall Wanke, Ph.D.

Amy Dobbelare For Randall Wanke, Laboratory Director

Randal Wanke, Laboratory Director

IA DNR lab #113

AGENDA

QCAnalytical Services, LLC
1798 Iowa Drive, LeClaire, Iowa 52753

Iowa SDWA Form

Lab Sample ID # 26J0717-01

Facility Name:	PWS ID:
Eldridge	IA 8230008

Test analysis (Please **Circle, Check or Write-in**) (Check IA DNR Permit for Accuracy)

Ammonia	Contact Person: Contact Phone:	Mail Report: Email Report:

Sample date: Month Day Year Time: Hour Minutes (AM) PM)

10	07	2026	09	15

Facility ID: 03-SEP

Sampling Point ID (use facility ID, if not #assigned): 03-SEP

Sample Collection Location: 601 E. Trails RD.

Sample Collector (last name, first name): Kruse, Kevin

Client Signature Kevin Kruse Print name Kevin Kruse

Date 10-7-26 Time 9:15 AM

Lab Signature Dale Yeargers Print name Dale Yeargers

Date 10-7-26 Time 1010

QC Analytical Services participates in the following accreditation/certification and proficiency programs at the following locations.
Endorsement by Federal or State Governments or their agencies is not implied. Drinking Water Certifications: Iowa (113)

AGENDA

WATER MAIN BREAK REPORT

Date: 10/07/2026

Address: 711 N 1st St (Bike Path)

Duration: 6 ½ hours (3:30 PM – 9:00 PM)

Estimated Water Loss: 25,000 gallons

# of Customers: 34 homes, 20 apartment buildings

Notes: Amber Lindle called at 3:15 PM with a report of water gushing from the bike path in front of Sheridan Meadows Apartments. Water department staff responded and found there was a water main break at 3:20 PM. Homes that were going to be under low pressure were notified by city hall staff. Thank you to the city hall staff for all their assistance!

Full water department staff were unable to respond to the water main break, so Hometown Plumbing was called to assist with the water main repair. Tanner Loussaert was the on-call operator and remained on site to operate valves, provide water main repair materials, and to provide trucking for backfill materials.

Hometown Plumbing was onsite by 6:00 PM and began excavating the site for repair. Tanner had 4 valves shut or turned down. 2 valves at the intersection of E Price St and N 1st St, 1 service valve for Sheridan Meadows Apartments, and 1 valve on Harvest St. The valve controlling flow going north on N 1st St was used for throttling. The west service valve that feeds Sheridan Meadows Apartments being shut unknowingly caused the apartments and condos to lose water pressure. This valve was closed because they have a looped system that is also fed from E Price St.

Because this is a looped system, Sheridan Meadows Apartments and the E Price St condos were not notified of possible low pressure or shut down. Tanner did some investigating on the other valves along E Price St and found that the valve going east that connects to Ivy Acres subdivision near N 2nd Avenue was shut and was the reason for the apartments and condos losing water pressure. After opening the valve going to Ivy Acres the apartment and condo water were restored within 30 minutes of discovering the loss of pressure.

Hometown completed the main break repair at 9:00 PM and backfill, barricading, and clean up were completed at 10:00 PM. A boil order was not needed as positive pressure was maintained throughout the repair.

Cegan Long
Water Superintendent
clong@cityofeldridgeia.org
563-209-6573

☐

Parts required for TriCity Electric to repair Iowa Street water tower (Old Tower) SCADA components.

8-Slot Base Chassis

Power Supply / Sequencer Module (PSSM)

CPU Module, 150MHz CPU / 2M SR, 64M SDR, 16M Flash

16-Point Digital Input Card, 24VDC

16-Point Digital Output Card, 24VDC

8-Channel Isolated Analog Input

Estimated cost: $8,900.00

TriCity Software Engineer, Jim Brown, is the integrator used to maintenance the SCADA system. He would be the person performing the repair. He has also predicted that individual components could increase to $5,000-$10,000 per item in the next year since the system we have is becoming obsolete and parts are becoming harder to acquire.

AGENDA



Eldridge, Iowa

Warranty Report:
750,000-Gallon Capacity
16th Ave. Tower

Prepared by:

KLM Engineering, Inc.
1976 Wooddale Drive, Suite 4 | Woodbury, MN 55125
651.773.5111 | www.klmengineering.com

October 2026

Project No.: 4739-24

1.0| PROJECT INFORMATION

KLM Project No.:	4739-24	**Customer P.O. Number:**	
Tank Owner:	Eldridge, Iowa	**Phone:**	563-285-4541
Street/City/State/Zip:	305 North 3rd St., Eldridge, IA 52748		
Owner Contact:	Cegan Long, Superintendent Water Treatment & Distribution		
Tank Designation:	16th Ave. Tower		
Tank Description:	Single Pedestal		
Tank Location:	401 South 16th Ave., Eldridge, IA 52748		
Capacity:	750,000 gallons		
Type of Construction:	Welded	**Construction Drawings:**	Available
Manufacturer:	Chicago Bridge & Iron Company	**Construction Date:**	2001
Serial No.:	121774	**Design Code:**	AWWA D100
Tank Diameter:	64'-8"		
Tank Height:	Overall ~144-feet		
Height to:	HWL 139-feet	LWL	99'-0"
Purpose of Inspection:	Warranty Evaluation		
Date of Inspection:	October 9, 2026		
Inspected By:	Nate LaCroix and AJ LaCroix		
Type of Inspection:	KLM Standard ROV Evaluation		
Previous Inspection Records:	KLM 2023 report & 2025 reconditioning records		

EXISTING COATING INFORMATION

	Interior Wet	Interior Dry	Exterior
Date Last Coated	2025	2025	2025
Full or Spot Repair	Full	Spot (sweating areas)	Full
Coating Contractor	JR Stelzer	JR Stelzer	JR Stelzer
Surface Preparation	SSPC SP-10	SSPC SP-6	SSPC SP-6
Paint System	Zinc/epoxy	Zinc/epoxy	Zinc/epoxy/urethane/fluoropolymer
Paint Manufacturer	Tnemec	Tnemec	Tnemec

October 14, 2026

by E-Mail

Cegan Long
Superintendent Water Treatment & Distribution
305 North 3rd St.
Eldrige, IA 52748

RE: Warranty Evaluation of the 750,000-Gallon Elevated Reservoir (16th Ave. Tower) in Eldridge, IA. KLM Project No. 4739-24.

Mr. Long,

On October 9, 2026, KLM performed a remote operated vehicle (ROV) warranty evaluation of the 750,000-gallon elevated reservoir (16th Ave. Tower) and offers the following comments.

Analysis:

Records indicate the tower was constructed and originally painted by Chicago Bridge & Iron in 2001. JR Stelzer Co. replaced the interior and exterior coatings in 2025 as well as performed some structure modifications to bring the tower into compliance with recent OSHA, AWWA, and Iowa DNR regulations.

The interior wet coating is in excellent condition above the high-water line (HWL) with no coating failures observed. The interior wet coating below the HWL is also in excellent condition with no coating failures observed. See attached photos.

The interior dry coating is in excellent overall condition with no visible coating failure observed throughout the structure. See attached photos.

The exterior coating is in excellent overall condition with no visible coating failure observed throughout the entire structure. See attached photos.

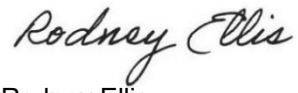
Summary:

The tower is in very good overall condition with no warranty work required. KLM recommends inspecting and reevaluating the tower in five years per AWWA recommendations to monitor conditions. KLM will also provide this evaluation report to JR Stelzer for their records.

Sincerely,

KLM Engineering, Inc.

Report prepared by:



Rodney Ellis
Vice President/COO
NACE Certified Coatings Inspector No. 1686
AWS/CWI 0404031

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Photo No. 1
Overall view of the tower



Photo No. 2
Drywell tube to roof connection



Photo No. 3
Overall condition of the roof with overflow visible

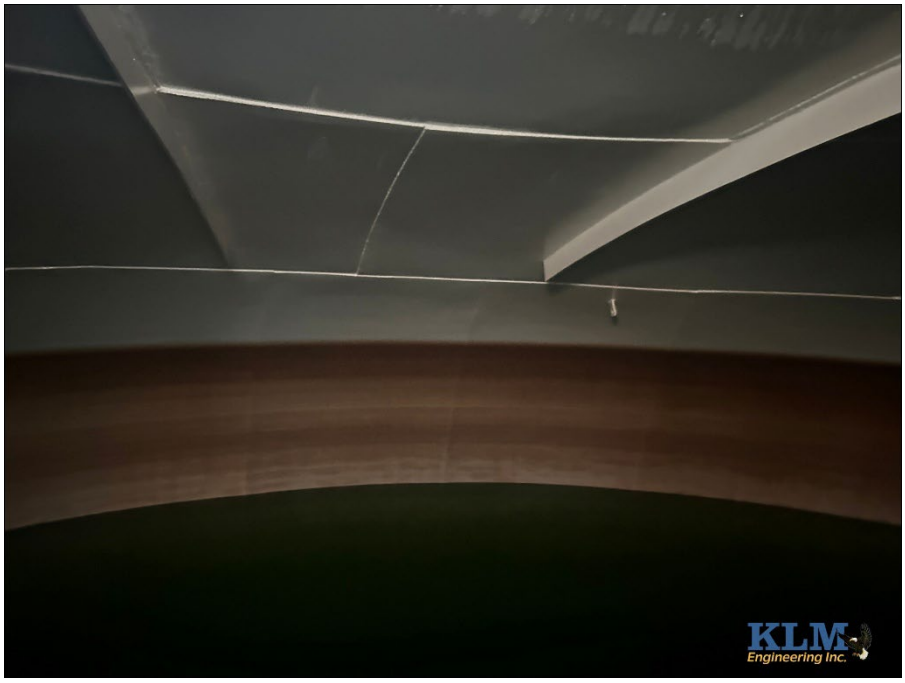


Photo No. 4
Overall condition of roof, Note; staining on upper torus



Photo No. 5
Roof structure and conditions



Photo No. 6
Overall conditions of roof, Note; safety hook for SRL visible



Photo No. 7
SRL

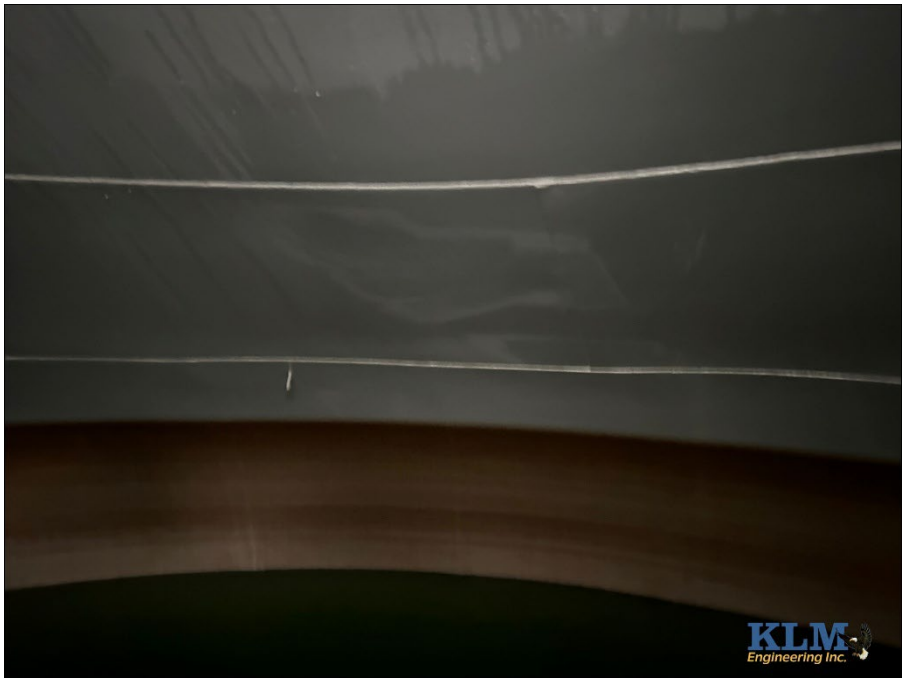


Photo No. 8
Roof and upper torus



Photo No. 9
Upper section of drywell tube

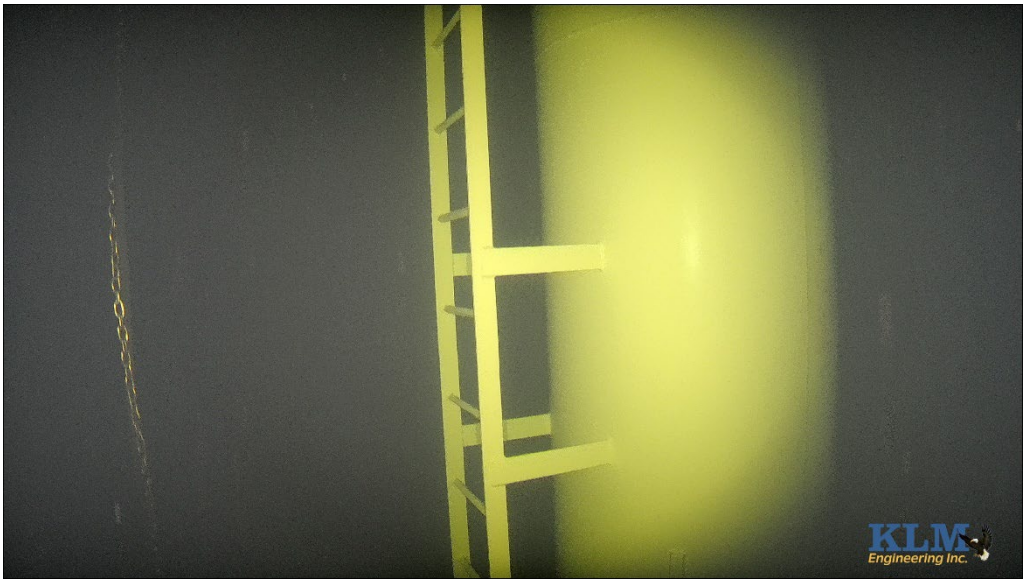


Photo No. 10
Drywell tube and ladder



Photo No. 11
Drywell tube and ladder

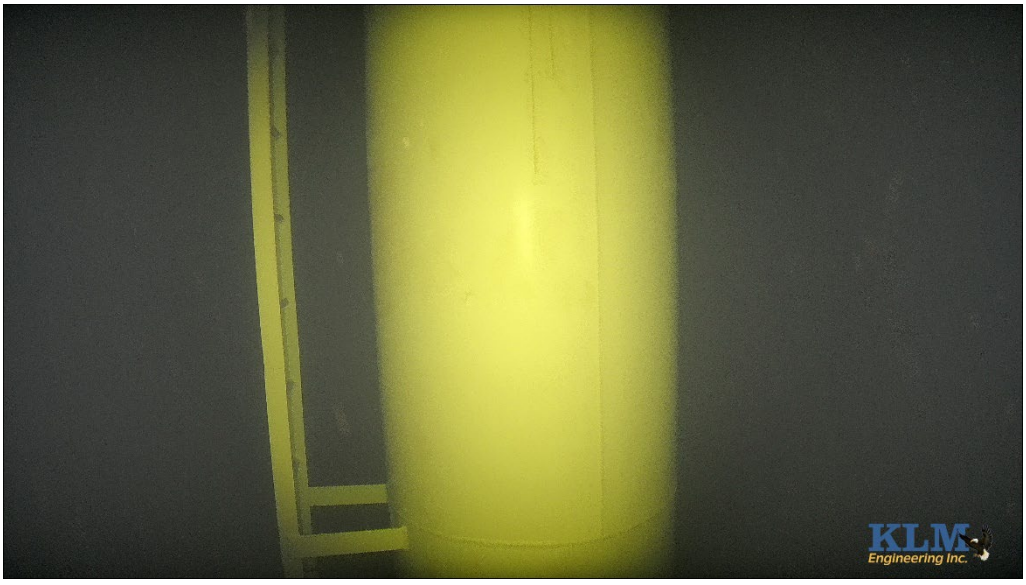


Photo No. 12
Drywell tube and ladder

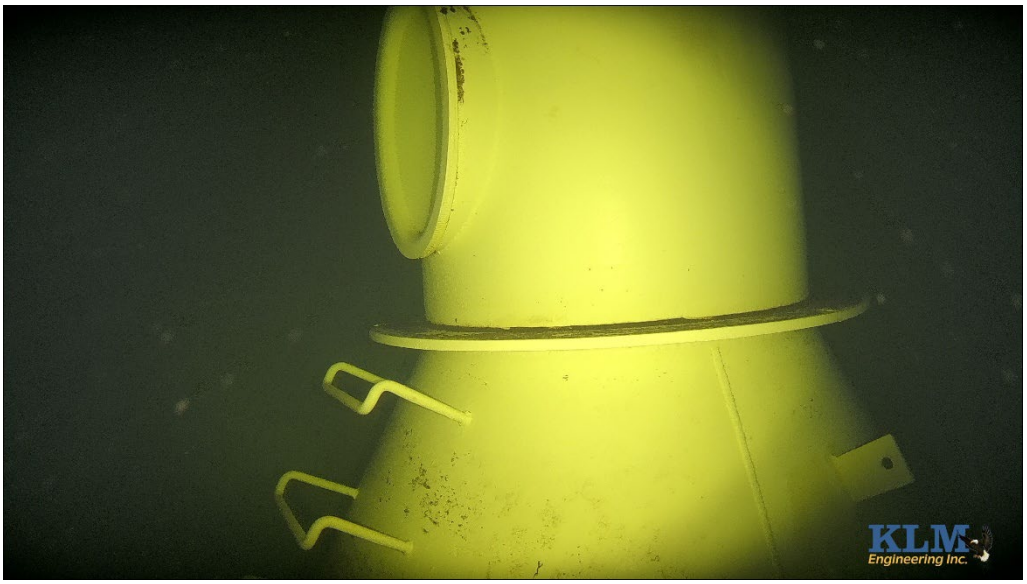


Photo No. 13
Lower section of drywell tube with manway visible

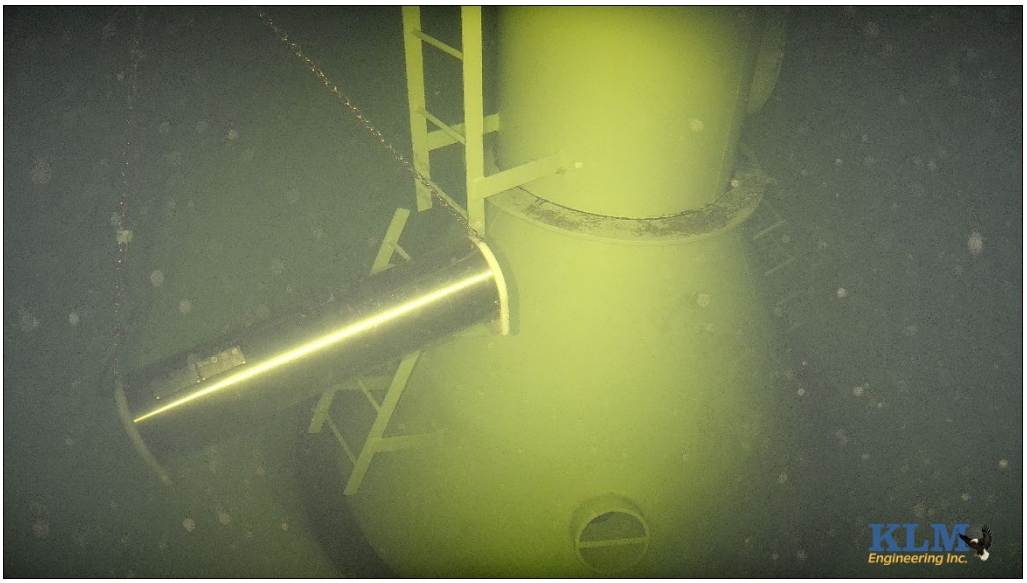


Photo No. 14
Overall view of bowl with mixer visible



Photo No. 15
Bowl manway and conditions

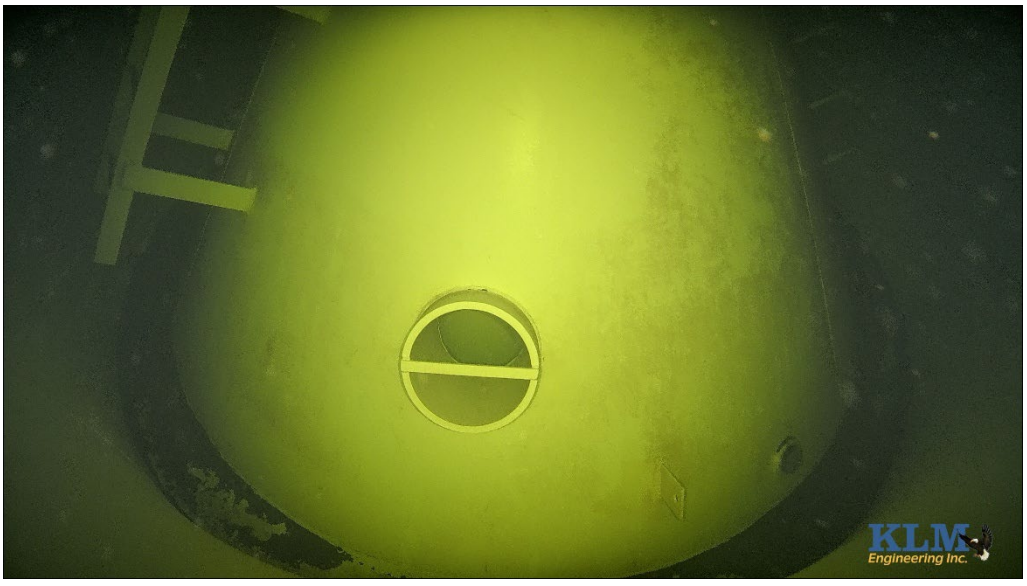


Photo No. 16
Fill pipe

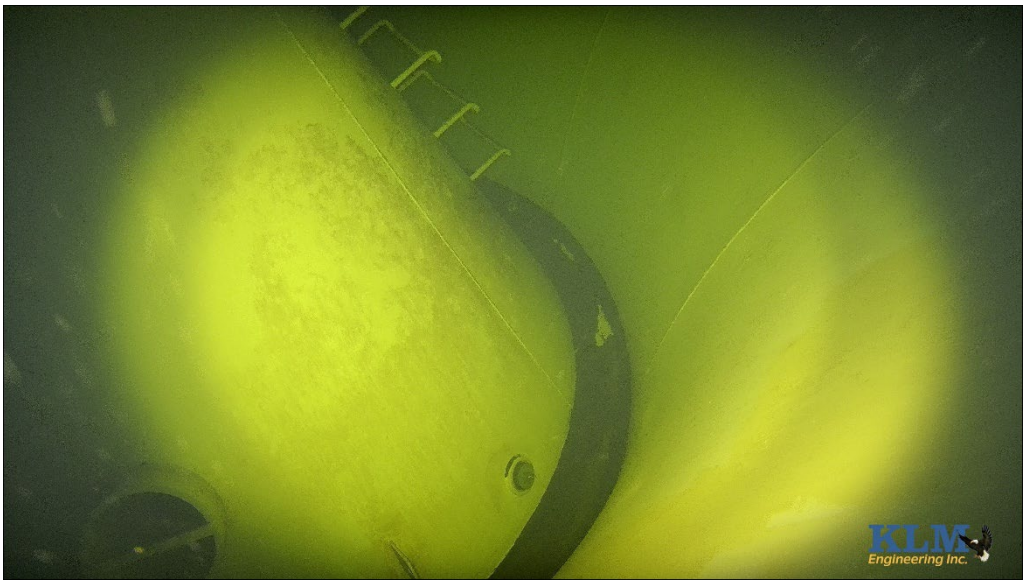


Photo No. 17
Overall conditions in bowl with bowl drain visible

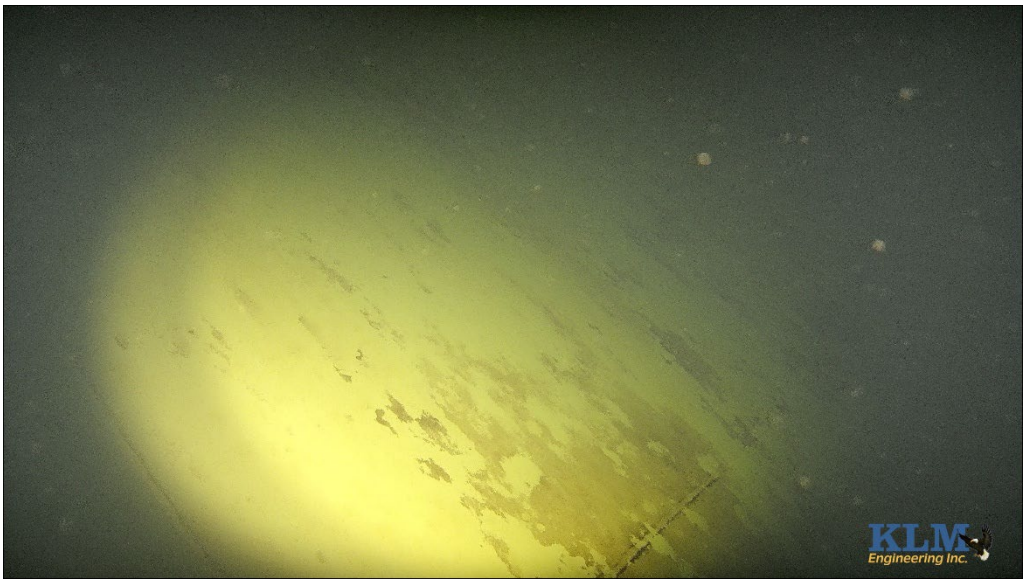


Photo No. 18
Typical condition of bowl

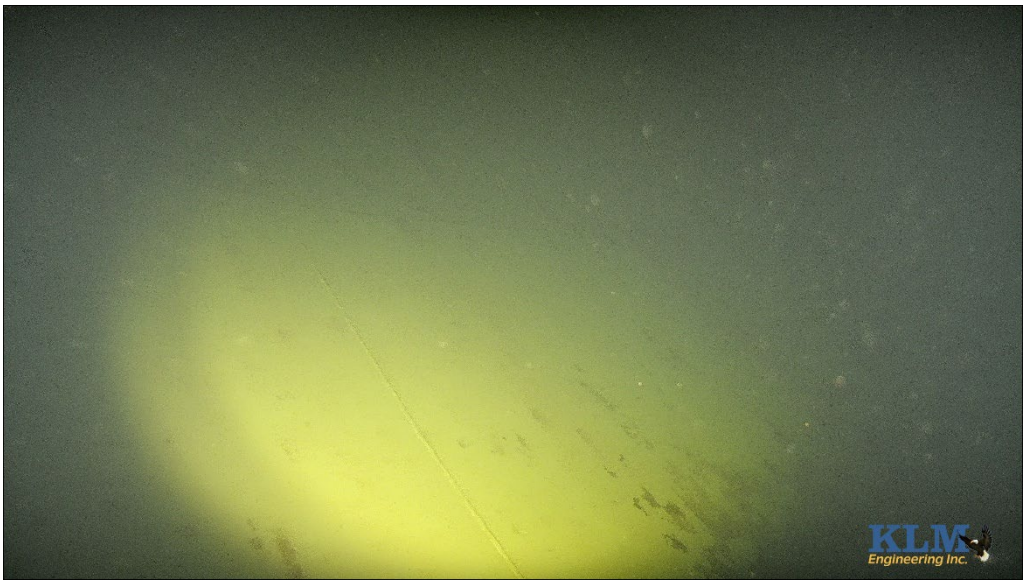


Photo No. 19
Condition of bowl

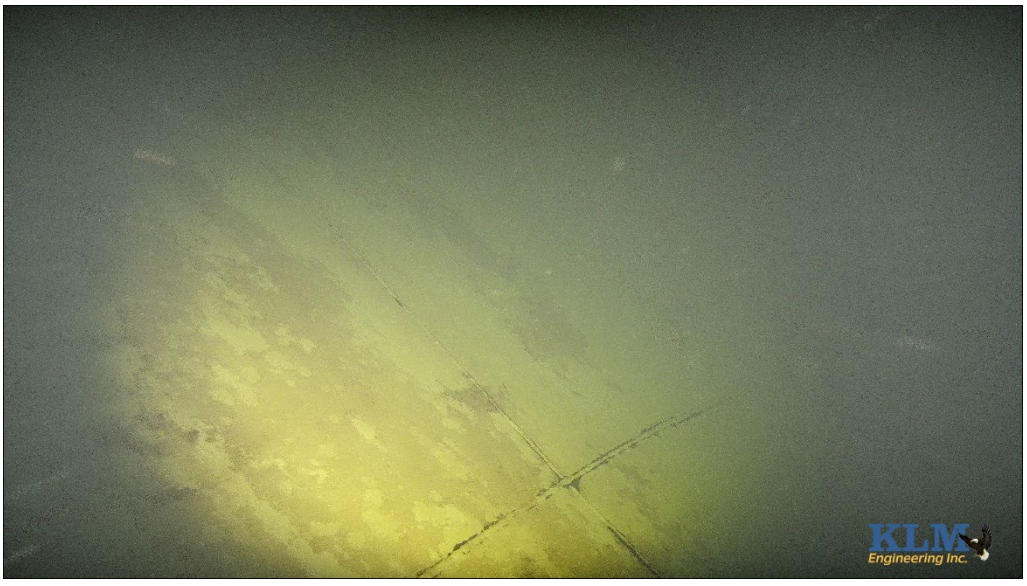


Photo No. 20
Condition of bowl

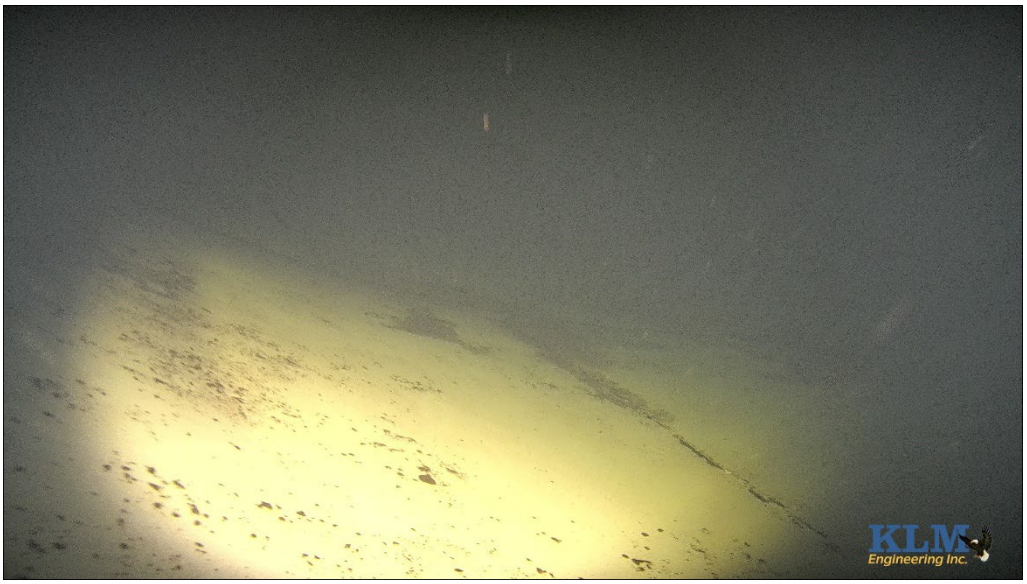


Photo No. 21
Conditions of bowl

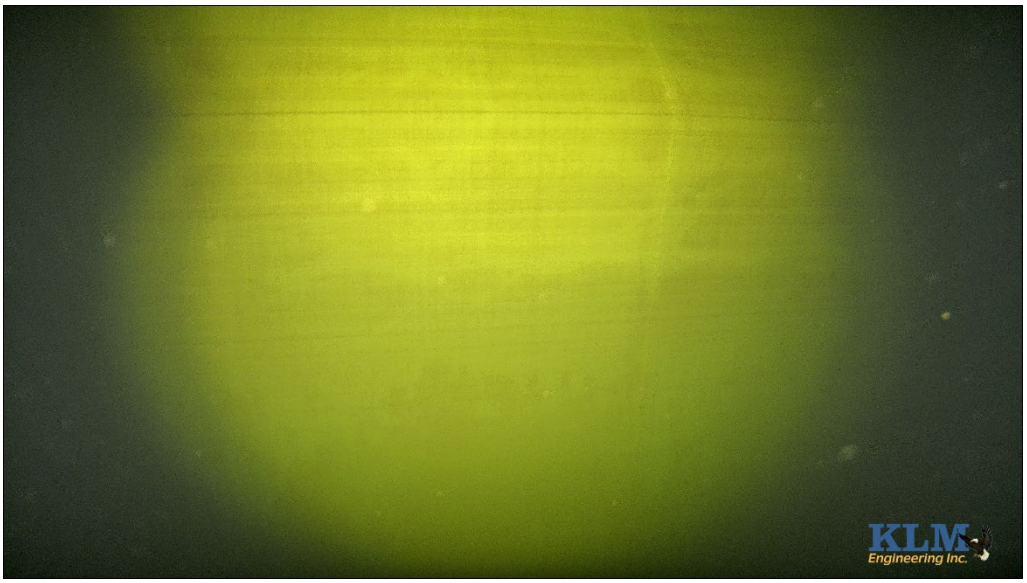


Photo No. 22
Typical condition of shell

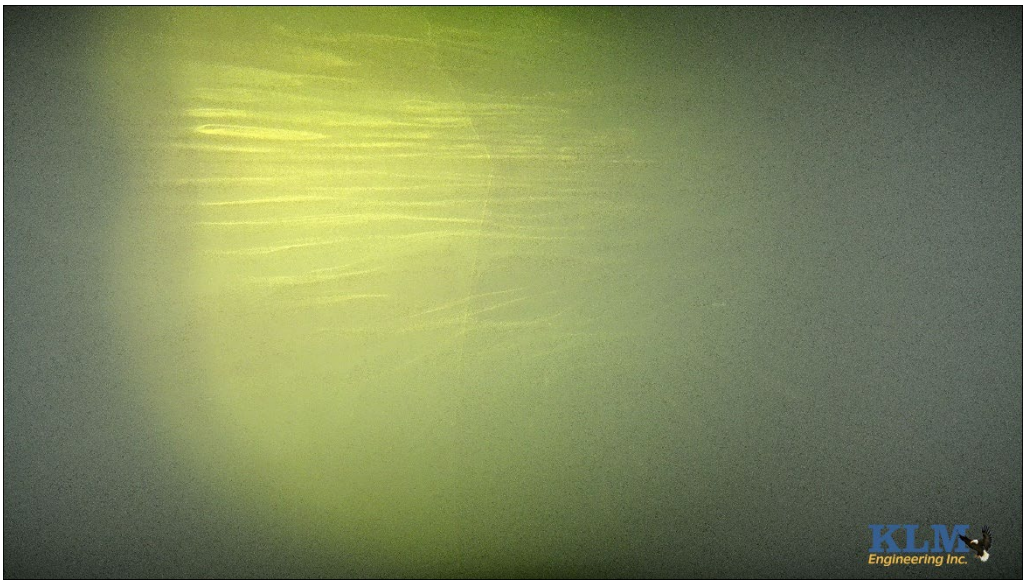


Photo No. 23
Overall condition of shell

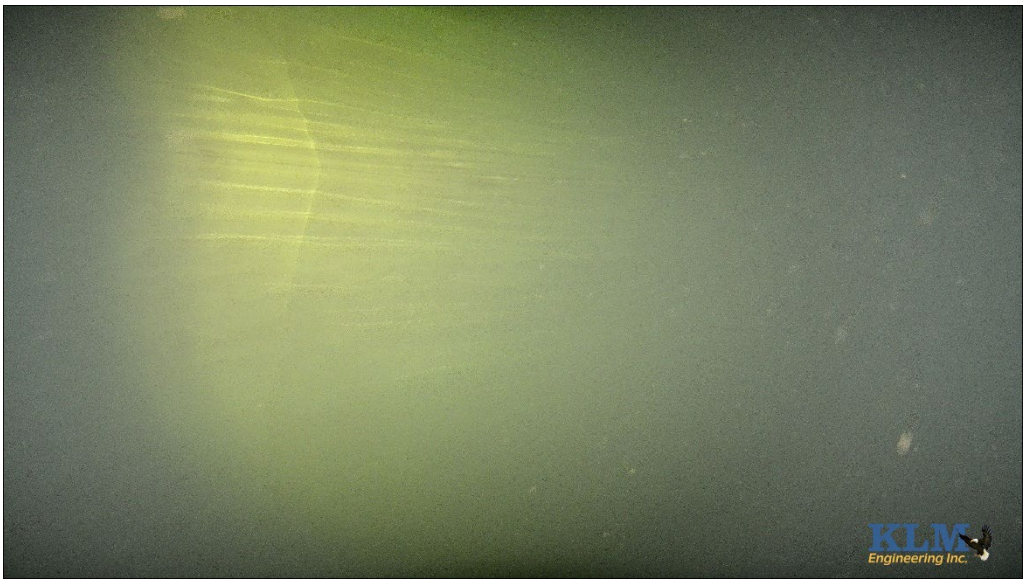


Photo No. 24
Overall condition of shell

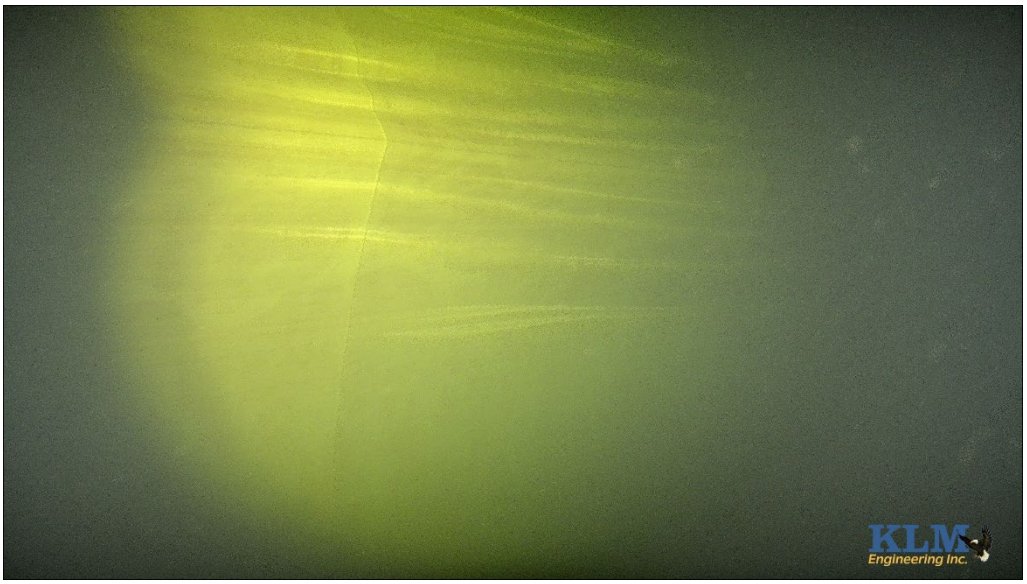


Photo No. 25
Overall condition of shell

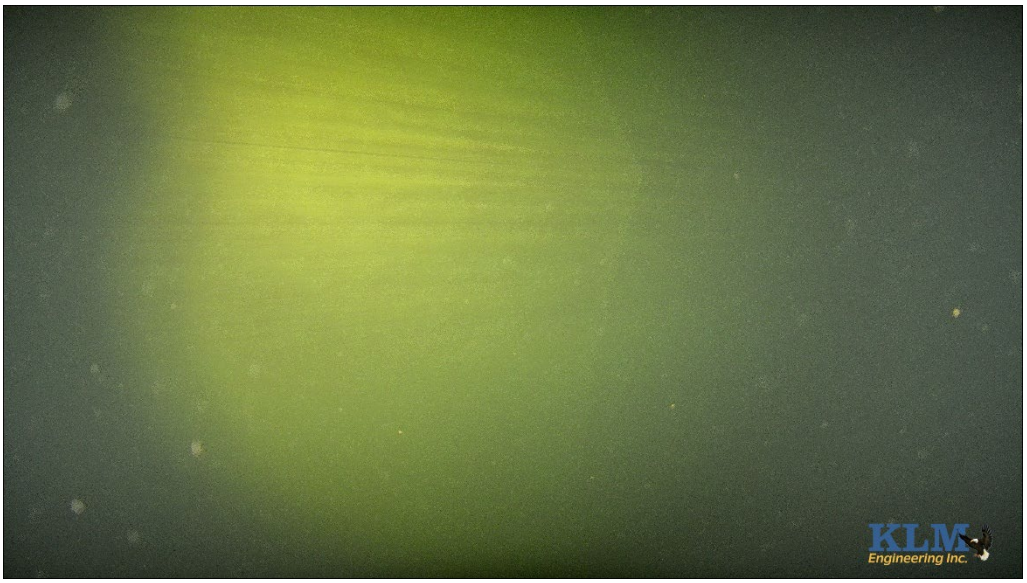


Photo No. 26
Overall condition of shell



Photo No. 27
Upper section of drywell tube



Photo No. 28
Lower section of drywell tube



Photo No. 29
Overall condition of bowl



Photo No. 30
Fill pipe and bowl drain valve



Photo No. 31
Conditions at top landing



Photo No. 32
Overall conditions in riser



Photo No. 33
Lower landing



Photo No. 34
Overall conditions of base cone



Photo No. 35
Conditions in base



Photo No. 36
Conditions in base



Photo No. 37
Overall conditions on roof



Photo No. 38
Finial vent



Photo No. 39
Roof coating conditions



Photo No. 40
Roof coating conditions



Photo No. 41
Roof coating conditions



Photo No. 42
Roof coating conditions

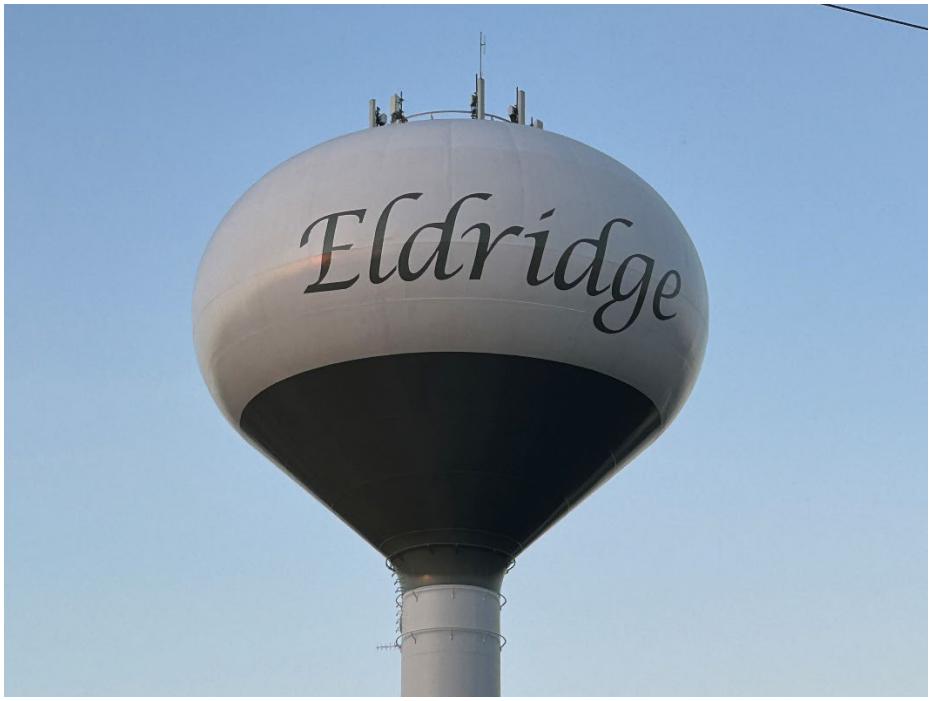


Photo No. 43
Water compartment with logo



Photo No. 44
Bowl and upper riser



Photo No. 45
Bowl and riser



Photo No. 46
Base cone



Photo No. 47
Base cone



Photo No. 48
Overflow discharge



Photo No. 49
Overflow screen