



FRUIT HEIGHTS CITY

UTILITY BILLS

May 2022



What Charges are on My Bill?

Each month, Fruit Heights residents receive a utility bill from the City. Monthly charges include use of culinary water, garbage collection services, sewer system fees, storm drain fees, and transportation fees. There can also be optional charges such as green waste cans or additional garbage cans.

Services such as power, gas, secondary water, and Internet are not provided by the City. Residents need to set up and pay for these services separately.

Some fees are the exact same for every resident each month. However, culinary water use is metered, and depending on the amount used at your home, you may see a change on your bill from month to month.

What is Included on My Utility Bill?

Culinary water (minimum fee)	\$33.20
Sewer	\$24.00
Garbage (1 can)	\$13.40
Green waste (optional)	\$ 6.15
Storm drain	\$14.25
Transportation fee	\$ 7.50
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Minimum bill (without green waste)	\$92.35
Minimum bill (with green waste)	\$98.50

To see the chart showing charges per 1,000 gallons used, please visit <https://fruitheightscity.com/295/Utility-Rates>

xpress BILL PAY

Fruit Heights City
Account # ----

Culinary Water History

Apr. - 22	
Mar. - 22	
Feb. - 22	
Jan. - 22	
Dec. - 21	
Nov. - 21	

1,650 Water Meters Read Each Month

Fruit Heights City employees monitor approximately 1,650 water meters located at homes, businesses, churches and other facilities throughout the city.

The reading on each meter reflects actual water use. When residents receive a bill, it is for the water they used the month before. If you feel there is a problem with your bill, you may contact the City and ask for the meter to be read again.



Culinary Water NOT For Irrigation Use

With restrictions on irrigation water, it may

be tempting to water lawns with culinary water.

HOWEVER, except for a small amount to water potted plants, the outside use of culinary water is not allowed.

PLEASE, DO NOT water sod with culinary water.

Residents using culinary water for irrigation needs will receive a warning for the first offense. Subsequent violations will earn a fine - increasing with each violation.

We appreciate everyone's cooperation as we all work to become more drought tolerant.

Smart Timers

Weber Basin has extended the Smart Sprinkler Program in our city. Residents may purchase a smart controller for \$20 (\$178 retail). Visit fruitheightscity.com.

**PAPERLESS BILLING
MAKE THE
SWITCH
SEE REVERSE SIDE**

Fruit Heights Going Paperless

Fruit Heights City is making the move to paperless billing. Approximately 40 percent of our residents have switched to paperless billing. Of the 1,650 meters read each month, Fruit Heights City continues to mail out 1,010 paper bills to residents monthly.

Fruit Heights City partnered with Xpress Bill Pay to provide a free online service which allows residents to view and pay their utility bill at any time. Paperless billing saves time and hassle for residents, cuts down on administrative costs for the City, and is good for the environment.

Residents maintain control of how and when they pay their monthly bills. Residents may pay online with credit, debit, or bank information, or they may still choose to pay by a check that is mailed or dropped in the payment drop box at City Hall.

BENEFITS TO PAPERLESS BILLING

Email Reminder - Email alerts are sent out when bills are posted and when payment is due

Accessible - The online bill can be accessed anytime, from anywhere with Internet connection

Payment Options - Users may choose from several payment options, including automatic payments, manual online payments, or residents may still choose to mail or deliver a check to City Hall

Real Time - Online payments are made in real time, posted the same date as paid

History - Customers may log on and view a complete history of usage and online payments

Security and Privacy - Personal information can only be accessed through Xpress Bill Pay with your unique login and password

 www.xpressbillpay.com

xpress BILL PAY

USER LOGIN

SIGN UP 

HOW Do I Change to Paperless?

Going paperless is easy. All you need is an email address and access to the Internet.

Steps to sign up:

1. Go to xpressbillpay.com
2. Click on Sign Up
3. Enter your email address and create a password
4. Enter your Fruit Heights City account number
5. Select Paperless



Paperless (ON)

That's it! That's all it takes to go paperless. Every month you will receive an email telling you when your bill is available, and when payment is due.

From that point, you have total control over payment options. You can use any computer with Internet access, or even use your phone. You can set up auto pay and have the utility charge automatically paid each month, or residents can log on and pay manually each month. Or, if you'd rather, you can still bring payment to City Hall.

Need Help Switching?

Visit xpressbillpay.com to sign up for paperless billing. If you have questions or problems, you may contact their support team at (800) 766-2350.

You may also contact Fruit Heights City for help. If you have access to your email, our staff can walk you through the process on a computer at City Hall. Please call City Hall at 801-546-0861.

Earn a Credit

Fruit Heights City is asking all residents to move to paperless billing. **Residents who switch to paperless billing by July 31, 2022, will receive a one-time \$5 credit on their utility bill.**

Paper Statement Fee

Starting August 1, 2022, residents choosing to continue paper statements will see a \$2 per month fee added to their utility bill to cover the printing, sorting and mailing of monthly utility bills. If this charge is a hardship, please contact City Hall at 801-546-0861.