



## ***City of McCall Frequently Asked Questions About Water Services***

### **What do I need to do to get the water turned on at my new home I'm building?**

When you paid your building permit fees you were given instructions on the water meter installation and the names of businesses that sell water meters. You or your contractor are responsible for dropping off your water meter and electronic read device at the City of McCall Public Works building, located at 815 N. Samson Trail.

When you are ready to have the water meter set and turned on, contact the Public Works Department at 634-8945 at least 48 hours in advance of the installation date to schedule this service. Your house numbers must be displayed on your home visible from the street, the meter pit must be free of debris or snow, and there must be a shut off valve installed between the meter and the house. As the property owner you will also need to complete a Contract for Utility Services and provide a form of deposit as outlined below with the UB Office.

### **I've bought a home in McCall. What do I need to do to get utility services in my name?**

Phone the UB Office and complete a Contract for Utility Service. You must also provide one of the following:

- A deposit equal to 3 months of your utility base rate. For residential properties with standard meter, water & sewer service this is \$101.10. The deposit will be applied back to your account after one year of good payment history.
- OR, sign up for automatic payment withdrawal from a bank account.
- OR, provide a credit reference letter from a utility company stating that you have had an account with them for the past year and have not had any late payments.
- OR, if within the past 2 years you have had an account with the city for utility service, in your own name, and have had no delinquent payments within the last twelve months the account was in effect, you may use it as a credit reference account.

The City does not shut off utility services on a property when there is a sale. Neither do we prorate the utility bill.

### **Can I change my utility statement into the name of my renter?**

Contracts for utility service with the City must remain in the owner's name. However, the owner may have monthly utility statement mailed in care of their renter.

### **When does the City mail the utility statements?**

The City reads the water meters during the last week of each month. Statements are mailed out approximately the 13th of the following month and payments are due the first of the next month. If payment is not received by the 10th of the month a penalty fee (10%) will be added to the account.

### **I received a notice on my door knob that my water will be shut off. What is this?**

The City sends a notice informing people of their account balance and status to all customers who are 2 months behind. The letter also states that if they do not pay the delinquent amount listed within a specified time that their water will be shut off. We also place door hangers at the residence to ensure that the customer has been informed. If utility services are disconnected for nonpayment, a security deposit of one hundred twenty five percent (125%) of the billings for water for three (3) months to the premises will be required to turn the services back on; along with payment of the account in full and a \$65.00 turn off and a \$65.00 turn on fee.



### **Can I have my water turned off when I'm gone for the season?**

Customers may request the utility services be turned off to their premises on a seasonal basis.

- Notify the UB office or Public Works Department at least 48 hours in advance of when you wish it to be turned off and again when you will need it back on.
- A \$65 turn off fee and a \$65 turn on fee will be charged.
- You will be charged the monthly base rate for water regardless if you leave the water on or have the water shut off at the meter by the City Crew.

No person other than an authorized City employee, or a licensed plumber who has received permission from a City employee, may shut off a water meter. Make sure you notify the City before snow accumulation prevents access.

**Who should I contact if I think I have a water leak?**

Contact the UB Specialist or the public works department to request a leak check. If it is after normal business hours, on a weekend or holiday, contact Valley County Dispatch emergency number at (208) 382-5160.

**Does the City have any programs for financial assistance to help pay utility bills?**

The City offers assistance to customers who meet the guidelines for a hardship adjustment. Contact the UB Specialist at 208-634-4803 for details.

**I had water, but now I don't?**

This may be due to different things.

- Is your main water valve to your home turned on?
- What is the temperature outside – below freezing? Have you checked your water lines to see if they are frozen?
- Have you paid your utility bill?
- Water service may be unexpectedly shut off for emergency repairs without notice to the customer.

**Why is my water brown? And is it safe to drink?**

It may not be aesthetically pleasing but it isn't harmful. Discolored water can be caused when there is a forced flush of water in the lines, and minerals are discharged into the water.

We try to notify the public in the local newspaper if it is a planned flushing of a water line. However, on occasion, emergency flushing may be needed.

**A Public Works employee advised me to put house numbers on my home? Is this required?**

House numbers are required on all structures in the City and must be at least three inches high and visible from the street. This is for your benefit in case Public Works crew or emergency personnel need to locate your home.

If you are unsure of your correct street address, call the Community Development Department at 634-7052.

**Can I plant landscaping around my water meter pit?**

All meters are to be located and maintained as to be readily accessible for reading, inspection or repair. No landscaping is allowed within a 4 foot radius of the meter pit.

**Can I leave the water dripping in my cabin while I'm gone for the winter to prevent freezing?**

City code states that it is unlawful for any person to waste water by allowing any faucet to run for the prevention of freezing. A dripping faucet can dump up to 50 gallons a day down the drain needlessly and a ½” stream of water wastes over 1,000 gallons per day.



**What is the large pond southwest of town on Deinhard Lane? Is that where our wastewater goes?**

Wastewater from City residents is collected and delivered to Payette Lakes Sewer District's Wastewater Treatment Plant at the large ponds on the north side of Deinhard Lane. Here the water is treated and then pumped over to the even larger storage pond on the south side of Deinhard Lane.

The pond can fill up quickly due to large amounts of snow melt, excessive water usage and/or a lack of water conservation on the part of City residents. We all need to do our part to conserve so that the pond can contain all the treated wastewater until the farmers are ready to receive-irrigation water.

If you have any more questions, please call Payette

Utility Billing Specialist..... **208-634-4803**  
 Public Works Department..... **208-634-8945**

For emergency assistance that occur after business hours, on weekends or holidays contact Valley County Dispatch at **208-382-5160**

**City of McCall**  
**Public Works Department**  
 815 N Samson Trail  
 (behind May Hardware)

Lakes Recreation Sewer District at 208-634-4111.