

SOUTH JORDAN CITY – Utility Customer Information

- 801-254-3742 - 1600 W Towne Center Drive (10610 S)
- 801-446-HELP (4357)



Welcome to the City of South Jordan. Many new residents have questions regarding water, sanitation, storm water, street lighting and the various services provided by South Jordan City. **Please visit our website at www.sjc.utah.gov for detailed information on these services and more.**

UTILITY DUE DATE

Utility bills are sent to residents once each month. The payment due date is listed on your water bill. For example: water services provided during the period from 7/21 to 8/20 are due on or before 9/20. **Payments not received by the payment date of the month are considered late as there is no grace period. Any balance greater than \$0.00 on the account will be assessed a 5% or \$.50 late charge, whichever is greater.**

PAST DUE ACCOUNTS

Utility bills are considered delinquent if unpaid for 60 days. Utility bills that are 60 days overdue, and have at least a balance of \$40.00 outstanding, will result in water service being discontinued. To re-establish service, the customer must pay the outstanding balance in full, bringing the account current, with cash or money order, including a \$75.00 reconnection fee.

RETURNED PAYMENTS

A \$20.00 service charge will be added to the water users account if the bank returns a payment to the City. If that payment was used to pay a delinquent account, the water service will be discontinued immediately and payment will be on a CASH ONLY basis.

DISCONTINUING SERVICES

Any water user who is moving from the service address **must notify the Billing Department at least 48 hours prior to discontinuing service**, so that a final meter reading can be taken. Payment of the final bill will be due no later than the due date listed on the final bill. After that point, the balance will be turned over to our collections agency. Please ensure we have a forwarding address so we can get that final bill to you.

COLLECTION

The property owner will be responsible and liable for all costs of collection, including attorney fees, court costs, and collection charges up to 45% along with any commissions that may be assessed by a collection agency and incurred by the City in collecting delinquent amounts.

DOG LICENSING

Only two dogs are allowed per property. The City requires a copy of the dog's valid rabies vaccination certificate in order to issue a license. Dog licenses must be renewed annually.

Dog License Fee:

New Dog License: \$10

Dog License renewal (spayed/neutered): \$5 annually

Dog License renewal (not spayed/neutered): \$20 annually

Late Fee \$17

****Cats are exempt from licensing fees****

****Any dog required to be licensed shall be covered by homeowners, renter or other liability insurance.**

– Ord. 6.12.020 South Jordan City Municipal Code

GARBAGE & RECYCLE COLLECTION

*Please note that Green Waste is NOT to be put in the recycling cans.

South Jordan City contracts garbage and recycle collection services through Ace Disposal. Their dispatch phone number is 801-363-9995. Any questions concerning garbage or recycle collections should be directed to them. South Jordan City provides the garbage container (**gray**) and recycle container (**dark green**) for their automated system. Any questions concerning your containers should be directed to South Jordan City offices at 801-446-HELP(4357). Recycling service will be picked up weekly, on the same day as your garbage service. Please ensure that your cans are placed for pick up a minimum of 3' apart and free of any obstructions (trees, vehicles, mail boxes, etc.). **Please do not bag your recycling, plastic bags are not permitted, the following items are accepted in the recycling can:**

- Aluminum and tin/steel (bi-metallic) cans and containers
- Corrugated cardboard
- Magazines and junk mail
- Newsprint, including newspapers and all newspaper inserts
- Paper, including office and notebook paper
- Paperboard boxes (i.e., shoe boxes, cereal boxes, etc.)
- Phone books
- Plastics one through seven (#1 -#7) natural and colored - including PET/HDPE

GARBAGE DAY: _____

South Jordan City utility bills will include your culinary water, secondary water (if available), storm water, and garbage/recycle fees. They are assessed as follows:

Water Rates (changing in December 2018 /January 2019)

Secondary Water (where available)	Base Rate	\$18.00	per month
	Pumped Rate	\$23.00	per month
Culinary Water Residential Rate			
Area A			
Monthly Base Rate		\$34.88	
Monthly Usage Rate	up to 10,000 gal.	\$1.55	per 1000 gallons
	10,001 to 28,000 gal.	\$1.77	per 1000 gallons
	28,001 to 48,000 gal.	\$1.96	per 1000 gallons
	48,001 gal. and up	\$2.15	per 1000 gallons
Area B			
Monthly Base Rate		\$34.88	
Monthly Usage Rate	up to 10,000 gal.	\$1.64	per 1000 gallons
	10,001 to 28,000 gal.	\$1.84	per 1000 gallons
	28,001 to 48,000 gal.	\$2.05	per 1000 gallons
	48,001 gal. and up	\$2.25	per 1000 gallons
Area C			
Monthly Base Rate		\$34.88	
Monthly Usage Rate	up to 10,000 gal.	\$1.71	per 1000 gallons
	10,001 to 28,000 gal.	\$1.93	per 1000 gallons
	28,001 to 48,000 gal.	\$2.13	per 1000 gallons
	48,001 gal. and up	\$2.36	per 1000 gallons
Account transfer from existing service			\$12.00 one-time fee
Turn on/off water service			\$35.00 per request

Waste Collection Fees

Neighborhood Cleanup Dumpster (please contact Utility Billing @ 801-254-3742 for information ONLY)		\$40.00	per weekday
		\$80.00	per weekend
1 st Garbage can	96 gallon can	\$9.70	per month
Each additional garbage can	96 gallon can	\$8.45	per month
Early Return of 2nd can < 1 yr		\$54.00	
Recycling can	96 gallon can	\$4.34	per container, per month
Suspension Fee (period must be >30 days)		\$22.00	

Storm Water Fees

All residential properties in Kennecott Master Subdivision ("KMS") development	\$7.15	per month
All residential properties excepting those in KMS development	\$7.15	per month

The South Valley Sewer District provides sewer service for the City of South Jordan. For questions concerning sewer connections or sewer billing, please call them at 801-571-1166.

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