

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, 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 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 on the account will be assessed a 5% or \$.50 late charge, whichever is greater.**

PAST DUE ACCOUNTS

Utility accounts 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, 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

The property owner **must notify the Billing Department at least 48 hours prior to discontinuing service**, to ensure 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. It is the property owner's responsibility to ensure the City has received a forwarding address.

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, ONLY the following items are accepted in the recycling can:**

- Metal Food and Beverage Cans (Emptied and Rinsed)
- Cardboard (Flattened)
- Plastics Bottles and Jugs with Necks (Emptied and Rinsed)
- Mixed Paper

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

Secondary Water (where available)	Base Rate	\$18.00	per month
	Pumped Rate	\$23.00	per month

Culinary Water Residential Rate

3/4 Inch Meter

Monthly Base Rate		\$30.00	
Monthly Usage Rate	up to 6,000 gal.	\$2.00	per 1000 gallons
	6,001 to 17,000 gal.	\$2.25	per 1000 gallons
	17,001 to 42,000 gal.	\$2.50	per 1000 gallons
	42,001 to 74,001 gal.	\$2.75	per 1000 gallons
	74,001 gal. and up	\$3.00	per 1000 gallons

1 Inch Meter

Monthly Base Rate		\$32.80	
Monthly Usage Rate	up to 7,000 gal.	\$2.00	per 1000 gallons
	7,001 to 19,000 gal.	\$2.25	per 1000 gallons
	19,001 to 46,000 gal.	\$2.50	per 1000 gallons
	46,001 to 81,000 gal.	\$2.75	per 1000 gallons
	81,001 gal. and up	\$3.00	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	\$13.23	per month
Each additional garbage can	96 gallon can	\$8.86	per month
Early Return of 2nd can < 1 yr		\$54.00	
Recycling can	96 gallon can	\$2.00	per container, per month
Suspension Fee (period must be >30 days)		\$22.00	

Storm Water Fees

All residential properties	\$7.15	per month
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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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