

Municipal Utilities FAQ's

How and when can I pay my bill?

We offer a convenient drop box in the alley on the North side of our building, your payment will go into a safe locked box; in our office Monday – Friday 8:00 AM – 4:30 PM; or our website, cityoffairfieldiowa.com with a credit / debit card (HOME page, in the middle toward the bottom, "Pay Utility Bill").

*Cash, Check, or Money Order with no additional charge
Credit / Debit Cards – There is an additional 5% charge to process the card*

We also offer an automatic payment plan from your checking or savings account, the payment is withdrawn on your remittance date. You will need to provide us with a voided check, or a letter from your bank stating the routing and account number, and a signed form from our office.

****Please note:** *There is a \$25.00 return check / ACH (automatic withdraw) fee. If this occurs, you will be required to have payment in cash into our office by noon the next working day or risk shut-off.*

Your bill has a due date listed on it, if the payment is not made by that date there will be a 7% late charge applied. If there is still a balance by the time your next bill has been issued, you are in risk of your water being turned off, please contact our office at 641-472-5343 immediately. If a service order is issued to disconnect service due to non-payment, there is a \$25.00 service charge added to your bill for first offense; with the service charge increasing for each delinquent disconnect service order thereafter up to \$50.00.

When will I get my deposit back?

We will credit the deposit back to your account after one year of on-time payments. If you happen to discontinue services before one year of on-time payments, the deposit will be applied to your final bill.

My utility bill shows my usage in cubic feet, how many gallons does that equal?

Multiply the number of cubic feet (cb) by 7.48

What part of the water lines am I responsible for? What is a stop box? Who takes care of it?

The homeowner is responsible for the water lines coming into their home and the stop box and is liable for repairing those issues (as they may corrode or break at any time), the city is not responsible for any damage/s that may occur. A stop box is a valve used to turn on and off the water to your home by water distribution employees only. It is normally located in the city's right-of-way with a cap covering it.

What's in my water?

Copies of the water quality report are available on the city's website (cityoffairfieldiowa.com) under the heading "Departments" - "Water", and we also have copies at City Hall. The water treatment plant is located on Waterworks Rd off of North B St. The plant is in charge of treating the water before it comes through your lines. This process includes treatment and blending of the lime softening and EDR plant water, followed by the addition of chlorine to mix with the natural ammonia to create chloramines which we use as our disinfectant. The water is tested twice a day at the plant and system to make sure that our water supply is safe and falls under the state regulations.

My utility bill seems high, could I have a leak?

Unrepaired Leaks can be Costly

Leak this size	Loss per day	Loss per month
o	120	3,600
o	360	10,800
o	693	20,790
O	1,200	36,000
O	1,920	57,600
O	3,096	92,880
O	4,296	128,880
O	6,640	199,200
O	6,984	209,520

Some ways to check for leaks:

Check all faucets at the property; replace worn washers of defective fixtures.

Check toilet flush tanks by placing dye or food coloring in the tank. Wait 15 minutes, then check to see if the color leaks through. If the color comes through, the toilet needs an adjustment or repair.

Turn off all faucets that are hooked up to washing machines or other water using equipment (when it is not in use) both to preserve equipment and to avoid leaks.

Where Does Your Water Go?

The following table shows amounts of water consumed by average usage

Activity	Type	Water Used
Shower	Low-flow	2.5 GPM
	Conventional	3 – 8 GPM
Bath	¼ - 1/3 full	9 -12 Gallons
	Full	30 – 45 Gallons
Toilet	ULV	1.6 Gallon / flush
	Conventional	3.5 -7 Gallon / flush
Brushing Teeth	Brush & Rinse	¼ - ½ Gallon
	Open Tap for 1 minute	1.5 -7 GPM
Hand Washing	1 full basin	1 Gallon
	Open Tap for 1 minute	1.5 – 7 GPM
Shaving	1 full basin	1 Gallon
	Open Tap for 5 minutes	1.5 -7 GPM
Washing Dishes By Hand	Full Basin / Wash & Rinse	2 – 4 Gallons
	Open Tap for 5 minutes	3 – 7 GPM
Automatic Dishwasher	Water-conserving model	4.5 – 7 Gallons
	Standard Cycle	10 – 14 Gallons
Washing Machine	Front-Loader (H-axis)	13 – 20 Gallons
	Conventional Top-Load	35 – 50 Gallons
Outdoor Watering	During hot dry spells: Kentucky bluegrass will need ¾" of water twice a week; Turf-type tall fescue will need ½" – ¾" of water twice a week; And Buffalo grass will need ½" – ¾" every other week	

