

Welcome to the City of Rigby

Things to know about City Utilities

ACCOUNT NUMBER: _____

1 – Residential utilities include water, sewer, garbage and a sewer bond. The monthly fee for these services is currently \$130.00 per month, billed at the end of the month and due by the 20th of the next month. A deposit of \$260.00 is required on new services and refunded after 12 months of current payments. Delinquent accounts are subject to a late fee of \$5.25 per month and discontinuation of services.

2 – Free Auto-Pay and Online Bill pay is available (AFTER RECEIVING YOUR FIRST PAPER BILL) through www.xpressbillpay.com. **YOU ARE RESPONSIBLE TO CANCEL AUTO-PAY AND REMOVE PAYMENT INFORMATION WHEN SELLING OR MOVING.**

3 – If you have questions please call City Hall at **745-8111 X 115**, or you may email us at depclerk@cityofrigby.com. *For the latest City News, follow us on Facebook or our website www.cityofrigby.com*

4 - Garbage is picked up once per week. Your scheduled day is: **M T W T F**. Dumpsters must be taken to the curb by **7am** on the day of your scheduled pickup. **THERE IS AN EXTRA FEE IF THE TRUCK NEEDS TO COME BACK TO YOUR LOCATION FOR ANY REASON.** Please remove dumpsters from the curb after your trash is collected to allow for parking, clean up, and sidewalk use.

5 – **DUMPSTERS ARE FOR HOUSEHOLD TRASH ONLY**. Yard and lawn trimmings **WILL NOT** be accepted. **Garbage that is spilled from the dumpsters CANNOT be picked up by the driver.** Items such as construction debris, paints, furniture, appliances, etc. must be disposed of at the County Landfill. Call Jefferson County for information and hours.

6 – The City of Rigby has funds set aside for utility assistance for low-income homeowners if they qualify for the Property Tax Reduction at Jefferson County. This annual program varies on the number of qualified residents and must be applied for each year by April 15th.

The City of Rigby REQUIRES ANNUAL LICENSING ON ALL DOGS. If you have more than 2 dogs, you must obtain a non-commercial kennel license. This requires signatures of 75% of homeowners within 100' of your residence. The cost is \$5.00 for the first 3 dogs, plus \$1.00 for each additional.

ANNOUNCING THE EASIEST WAY TO PAY YOUR BILL

Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill.

If you have an Internet connection and an email address, you can now pay your bill online. You are also able to “opt in” to paperless billing and receive an email notification when your bill is ready to view. It’s fast, it’s easy, and you no longer have to write a check each month or find a stamp when it’s time to send in your payment.

HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment.

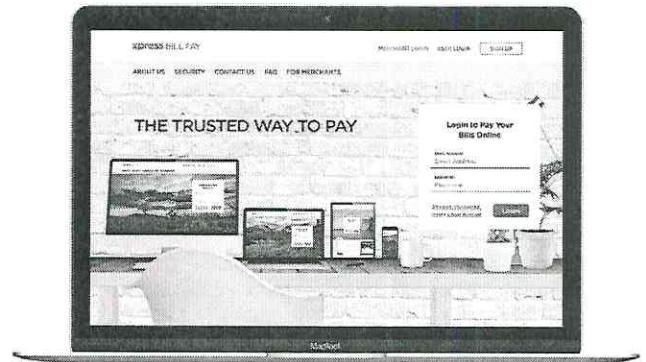
When you sign up for online bill payment you’ll create a secure password that you use to access your personal account at www.xpressbillpay.com. Every month we’ll send you a reminder email to let you know when your bill is online.

Then, just log in through your Web browser or the Xpress Bill Pay Mobile App and view your bill. Select a payment type — credit card, debit card, or electronic funds transfer — enter the information, and you’re done! It’s that easy, and it only takes you a few minutes each month.

We’re offering this service at the request of customers like you. Sign up today to see why so many people consider this method as the best way to pay their bills.

ONLINE BILL PAYMENT FACTS

- To sign up for online bill payment, go to www.xpressbillpay.com
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.
- You can pay your bill from anywhere. Customers outside the U.S. can contact our Payment Center anytime to make a payment or to set up an Auto Pay.
- After you complete the transaction, you can receive an email receipt to confirm the payment went through.
- You can view up to a year’s history of your account online, so you can compare your current bill to a year ago.
- If you’d like, you can select the Auto Pay option and your bill will be paid automatically each month.



WHAT TO DO NEXT

1. Go to www.xpressbillpay.com
2. Click on the “Sign Up” button on the top of the home screen. Fill in the email and password fields, then click in the “I’m not a robot” box and follow the prompts.
3. Complete the short registration form and click “Next.”
4. Go to your inbox and open the verification email then click “Verify Email”. Then select “Continue” to log in.
5. Select your billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add another bill, view and pay your bill online, or setup a recurring auto payment schedule.

AND THERE’S MORE!

Although we encourage creating an account to get the most out of this new service, Xpress Bill Pay does offer Guest Checkout for those that are not yet wanting to set up an account.

To make a phone payment with a live operator, call 1-385-218-0343. This service is available in English and Spanish.

xpress BILL PAY
www.xpressbillpay.com

Garbage Can Placement

Garbage cans are required to be placed off the streets and sidewalks at all times except for the regular garbage pick-up days. Sidewalks and gutters must be kept clear at all times. On your regularly scheduled pick-up day, please place your cans in the street a minimum of four (4) feet from other cans, cars, and other obstacles, and at least one (1) foot away from the curb. The hinged side should be facing away from the street. Overfilled cans will not be picked up. **DO NOT** place other garbage, trash, or lawn debris around the container.



What can I put in my can?

YES: Regular Household Garbage
Cardboard boxes **ONLY IF CUT** down to
3'x3' pieces

NO: Construction Debris
Hazardous Waste
Lawn Clippings & Yard
Trimming

Driver will not exit the truck to pick up garbage and bags left around container.

City of Rigby 745-8111
Mitch Bradley, Public Works Director

* Night
Time
exception*



WATERING SCHEDULE MAY 1ST THROUGH THE END OF SEPTEMBER

The City of Rigby is trying to conserve water; this means that we have specific watering days for irrigation:

1. All house numbers ending with an ODD number will water on Mondays, Wednesdays, and Fridays.
2. All house numbers ending with an EVEN number will water on Tuesdays, Thursdays, and Saturdays.

Everyone can water on Sundays.

There will be absolutely NO WATERING between the hours of 12:00 Noon to 2:00 PM. This is the hottest time of day when water evaporates the most, and also gives the City water tanks time to refill.

There could be a \$25.00 fine for watering during this time or on your off days.

If you have any questions, please call 745-8111 ext 15.

Thank you for helping us conserve our precious water resources.

City of Rigby

CITY OF RIGBY WINTER PARKING RESTRICTIONS/SNOW REMOVAL

NOV 1 TO MAR 15

PARKING RESTRICTIONS:

No person shall Stop, Stand, or Park a Motor Vehicle, Motorcycle or Trailer on the streets of Rigby during the following times:

1. Downtown and Town Square Area: NO PARKING between the hours of 2:00 AM and 7:00 AM.

2. Residential Streets: NO PARKING between the hours of 2:00 AM and 12:00 PM.

SNOW REMOVAL REMINDER:

IT IS AGAINST IDAHO LAW (I.C 18-3907) TO PUSH OR THROW SNOW FROM YOUR PROPERTY INTO THE CITY STREET, INCLUDING SNOW LEFT BY THE PLOW AT THE END OF YOUR DRIVEWAY. ALL SNOW MUST BE MANAGED WITHOUT THE USE OF CITY STREETS. IF SPACE IS NOT AVAILABLE, YOU MAY HIRE SOMEONE TO REMOVE THE SNOW.

Also be aware that sidewalks, private right-of-ways, and fire hydrants must be cleared of snow and ice within twenty-four (24) hours following the cessation of a precipitation event.

Winters in our area require teamwork to make our city accessible and safe for our residents, especially those with mobility issues. Please be a good neighbor and assist those less fortunate with snow removal.

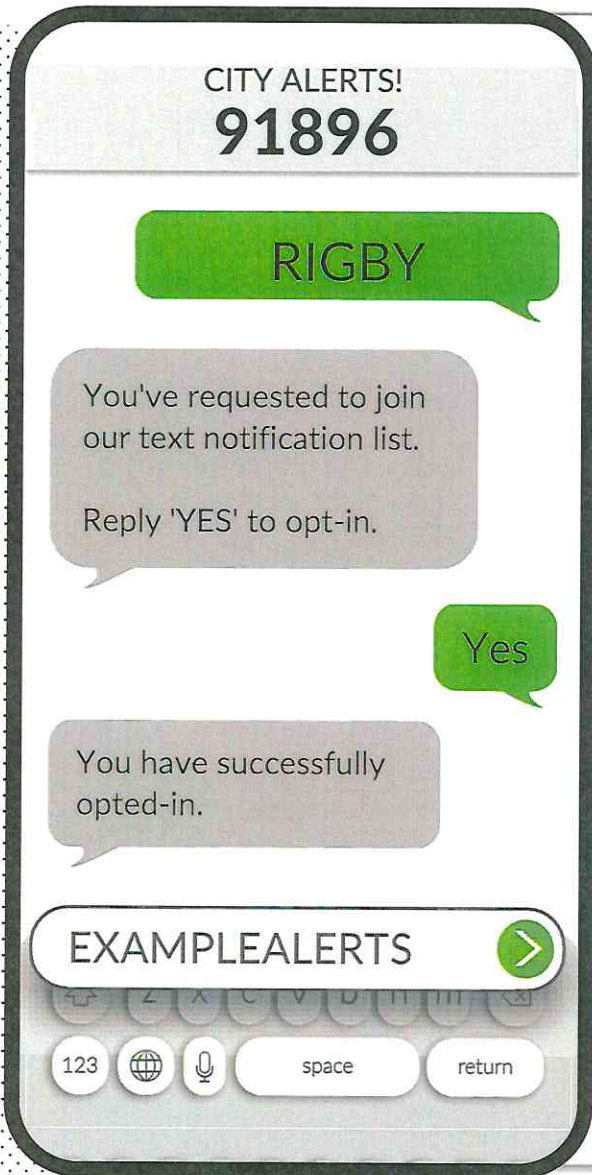
Thank you!

City of Rigby

TextMyGov[®]

Text Alerts!

Get city updates sent directly to your phone via text message.



Sign up to receive city text message notifications!

Opt-in today.

Text

RIGBY

to: **91896**

What to Expect:

- After the initial keyword is sent, you will receive a confirmation message asking you to reply **YES** to verify opt-in.
- You may receive multiple text messages a month. Notifications may include **Upcoming Events, Garbage Delays, Road Closures, Storm Warnings, and Temporary Water Shutoffs.**
- You can text **STOP** at any time to remove yourself from the notification list.

Msg & data rates may apply. Check with your carrier for details. View terms and privacy policy info at: textmygov.com/opt-in-terms-conditions