



Welcome to the CITY OF RIGBY



ACCOUNT NUMBER: _____

- 1) Residential utilities include water, sewer, garbage and a sewer bond.
 - a) A deposit of \$260.00, or double the monthly utility fees for your property address, is required on new services and refunded after 12 consecutive months of on-time payments.
 - b) **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 following month.**
 - c) Past due accounts are subject to a late fee of \$5.25 per month and discontinuation of services.
- 2) Free Autopay and Online Bill pay is available AFTER RECEIVING YOUR FIRST PAPER BILL
 - a) **Visit www.xpressbillpay.com to set up your account. See page 2 of this packet.**
 - b) **YOU ARE RESPONSIBLE TO CANCEL AUTO-PAY AND REMOVE PAYMENT INFORMATION WHEN SELLING OR MOVING.**
- 3) For future questions or for more information contact City Hall or visit our website:
 - a) www.cityofrigby.gov
 - b) Call 208-745-8111 ext. 115
 - c) Email deputyclerk@cityofrigby.gov
- 4) Garbage is picked up once per week.
 - a) **Your scheduled day is: M T W T F.**
 - b) **Dumpsters must be taken to the curb by 7am on the day of your scheduled pickup.**
 - c) **THERE IS AN EXTRA FEE IF THE TRUCK NEEDS TO COME BACK TO YOUR LOCATION FOR ANY REASON.**
 - d) 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 waste WILL NOT be accepted.**
 - a) Yard waste disposal programs currently in place, city pickup of limbs only on household yard curb (NO BAGS), commercial bin under water tower for bags of lawn clippings, weeds and leaves (NO LIMBS OR BRANCHES), and borrowed keys from City Hall for the burn pit (all yard waste accepted, no bags, nothing bigger than 3 inches diameter.)
 - b) Garbage that is spilled from the dumpsters CANNOT be picked up by the driver.
 - c) Items such as construction debris, paints, furniture, appliances, etc. must be disposed of at the Circular Butte Jefferson County Landfill. Call the landfill at 208-663-4406 for info and hours.
- 6) The City of Rigby **REQUIRES ANNUAL LICENSING ON ALL DOGS.**
 - a) **Licensing on 2 or less dogs can be taken care of quickly at City Hall. It costs \$5 for a fixed dog and \$10 for non-fixed dogs. Physical tags will be issued annually when dogs are licensed.**
 - b) 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.
- 7) 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.

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!

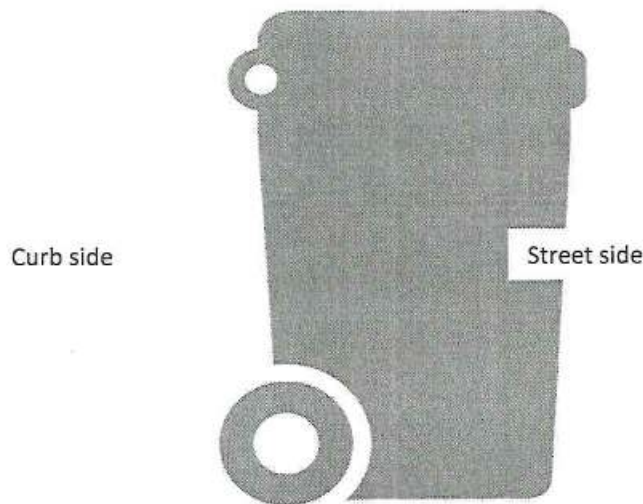
Although we encourage creating an account to get the most out of this new service, Xpress Bill Pay does offer Guest Checkout for those that are not yet wanting to set up an account.

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 stored off the streets and sidewalks except for on the regular garbage pick-up days.
- Sidewalks and gutters must be always kept clear.
- 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 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 Trimmings

**DRIVER WILL NOT EXIT THE GARBAGE TRUCK TO PICKUP
SPILLED TRASH OR BAGS ON THE CURB.**

Mitch Bradley, Public Works Director
208-745-8111 ext. 113

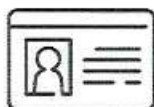


HOW DO I GET A LIBRARY CARD?

Membership is Free (paid by your city taxes)

WHAT DO I NEED TO BRING IN?

ALL PATRONS 18 AND OLDER MUST PROVIDE ONE ITEM FROM EACH



Acceptable forms of Current Photo ID:

- Idaho State ID or Driver's License
- Out of State ID or Driver's License
- Passport
- Military ID
- Student ID Card
- Permanent Residence Card (aka Green Card)
- Concealed Weapons Permit

-AND-

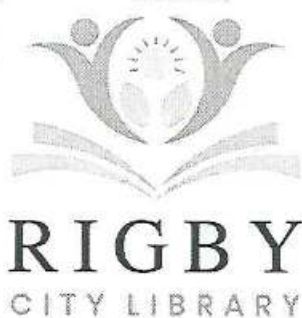


Acceptable forms of Proof of Permanent Address (paper or digital):

- Utility bill dated within the last 30 days
- Current Proof of Motor Vehicle Insurance or Registration
- Copy of signed Lease or Rental Agreement
- Official/Professional document from job or school within the last 30 days
- Current Paystub within the last 30 days

**Patrons
under 18
MUST have
an adult
present when
getting a
library card
and be old
enough to
sign their
own name.**





¿CÓMO PUEDO OBTENER UNA TARJETA DE BIBLIOTECA?

LA MEMBRESÍA ES GRATUITA. (PAGADO CON LOS IMPUESTOS DE SU CIUDAD)

¿QUÉ NECESITO TRAER?

TODOS LOS CLIENTES MAYORES DE 18 AÑOS DEBEN APORTAR UN ARTÍCULO DE CADA



Formas aceptables de identificación con fotografía vigente:

Documento de identidad o licencia de conducir del estado de Idaho

- Documento de identidad o licencia de conducir de otro estado
- Pasaporte
- Identificación militar
- Tarjeta de identificación de estudiante
- Tarjeta de Residencia Permanente (también conocida como Tarjeta Verde)
- Permiso para portar armas ocultas

-Y-



Formas aceptables de comprobante de domicilio permanente (en papel o digital):

Factura de servicios públicos con fecha de los últimos 30 días.

- Comprobante vigente de seguro o registro de vehículo.
- Copia del contrato de arrendamiento firmado
- Documento oficial/profesional del trabajo o la escuela con una antigüedad máxima de 30 días.
- Recibo de nómina reciente de los últimos 30 días

Los usuarios menores de 18 años DEBEN estar acompañados por un adulto al obtener su tarjeta de biblioteca y tener la edad suficiente para firmar con su propio nombre.





City of Rigby Wastewater Department

Please don't flush **TRASH!**

Put in the trash can, recycle bin, or compost—don't put in the toilet!

Even if a product label claims that an item is "flushable", products like dental floss, tampon applicators, disposable wipes and kitty litter are clogging our sanitary sewer system. Damage to our lines, pumps, and equipment not only means expensive fixes, but possible sewer overflows and back-ups which can cause health hazards, damage to home interiors, and threats to the environment. If it isn't toilet paper or from your body, put it in the trash instead of in the toilet.



Drains, toilets, and trash cans are not all the same. Disposing of trash down drains and toilets can lead to sewer overflows and backups that can cause

When disposing of trash

IN THE KITCHEN

Too often, grease is washed into the plumbing system, usually through the kitchen sink. Grease adheres to the insides of the sewer pipes (both on your property and in the streets). Over time, the grease can build up and block the entire pipe. Always scrape grease and food from dishes, utensils, pots, pans, and grills into a can or the trash for disposal or recycling



DON'T put grease, fats, or oil of any type down your drains or garbage disposal



DON'T put produce stickers down the drain



DO scrape grease and food scraps from cooking surfaces into a container to put into the trash can or compost



DO use baskets or strainers in sink drains to catch food scraps and other solids and empty them into the trash or compost

When disposing of trash

IN THE BATHROOM

Think trash...*not* toilet. These items belong in the trash can.



PLEASE, DO NOT FLUSH:

- ◆ Bandages and bandage wrappers
- ◆ Cleaning wipes 
- ◆ Coffee grounds
- ◆ Condoms
- ◆ Cotton Balls, cotton swabs & pads
- ◆ Dental Floss/teeth whitening strips 
- ◆ Disposable diapers, nursing pads & baby wipes
- ◆ Expired/unused prescription medications or OTC medications 
- ◆ Fabrics
- ◆ Facial wipes
- ◆ Grease 
- ◆ Kitty litter/fish tank

(208) 745-8082

M-F, 8am-5pm

wwtp@cityofrigby.com



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.
3. 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 208-745-8111 ext. 115.

Thank you for helping us conserve our precious water resources.

-City of Rigby



❄ Winter Parking & Snow Removal ❄

November 1 – March 15

⊗ **Winter Parking Restrictions** - To allow City crews to safely plow streets, overnight parking is restricted during the winter season.

- **Downtown & Town Square:** No parking between 2:00 a.m. and 7:00 a.m.
- **Residential Streets:** No parking between 2:00 a.m. and 12:00 p.m. (Noon)

Rigby City Code states: *"No person shall stop, stand, or park a vehicle upon a public street during the designated winter parking restriction hours established by the City."*

Vehicles parked during restricted hours may be ticketed or towed if necessary to allow for snow removal.

💡 **Keep Snow Out of the Street-** Please do not push, shovel, blow, or throw snow into City streets, including the snow left at the end of your driveway after the plow passes.

- Idaho Code § 18-3907 makes it unlawful to place materials or obstructions in a public roadway that interfere with safe travel. Snow placed into the street can create hazardous driving conditions and increase snow removal costs.
- If you do not have room for snow on your property, consider hiring a snow removal service.

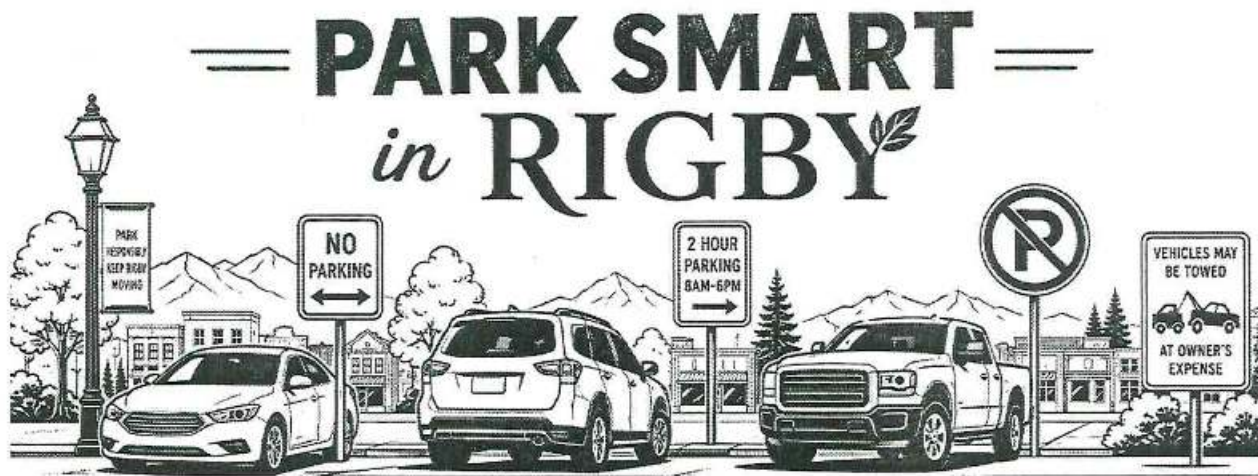
🏠 **Property Owner Responsibilities:** To help keep our community safe and accessible:

- Clear sidewalks adjacent to your property within 24 hours after snowfall ends.
- Keep fire hydrants accessible whenever possible.
- Do not block sidewalks or public rights-of-way with snow piles.

These efforts help children walking to school, emergency responders, mail carriers, and neighbors with limited mobility.

♥ **Be a Good Neighbor** - Winter weather affects everyone.

If you are able, consider helping a neighbor who may have difficulty clearing snow. Small acts of kindness help keep Rigby a safe and welcoming community all winter long.



A Quick Guide to City Parking Regulations

Most parking rules are common-sense safety rules designed to keep traffic moving, protect neighborhoods, and allow emergency vehicles access.

DO NOT PARK...

- Blocking Flow-** Never park where less than 10 ft of road remains for traffic to pass.
- In Alleys-** Do not park in an alley if you:
 - Block a driveway.
 - Leave less than 10 feet of roadway available for vehicles to pass.
- On City Property-** Parking or driving is prohibited on:
 - Grass
 - Gravel areas
 - Parks
 - Other City-owned property unless specifically marked for vehicle parking.
 - Violators may be fined, cited, and vehicles may be towed.
- For Vehicle Sales or Repairs-** City streets are not for:
 - Displaying vehicles for sale.
 - Washing vehicles.
 - Mechanical repairs (except emergency repairs).

Truck & Bus Parking

Large tractor-trucks and trailers may not park on City streets except:

- ✓ While actively loading or unloading.
- ✓ On approved streets designated by City ordinance.
- ✓ With a permit issued by the Chief of Police.

Vehicles transporting flammable or hazardous materials may not park within the City except while actively loading or unloading.

Recreational Vehicles, Boats & Trailers

RVs, boats, service vehicles, and trailers may not remain parked on City streets for more than 48 consecutive hours.

Oversized Vehicles

Vehicles over 6 feet in width may park on certain narrow streets for up to one hour while loading or unloading unless additional permission has been granted.

Park the Right Way

Always:

- ✓ Park facing the direction of traffic.
- ✓ Park within 18 inches of the curb.
- ✓ Use angle parking only where it is designated.

Obey Posted Signs

Many parking restrictions are only enforceable where official signs have been installed.

Examples include:

- School zones
- Loading zones
- No Parking areas
- Time-limited parking

 Always obey posted parking signs and restrictions.

Vehicles May Be Towed

Vehicles creating a hazard or parked illegally may be:

- ✓ Ticketed
- ✓ Towed
- ✓ Stored at the owner's expense

 Read the complete City of Rigby Parking Regulations (Chapter 6-4):
https://codelibrary.amlegal.com/codes/rigbyid/latest/rigby_id/0-0-0-1847

 Parking regulations help keep emergency vehicles moving, protect neighborhoods, and keep Rigby's streets safe for everyone.

This flyer provides a general summary of City parking regulations and is not intended to replace or supersede the official City Code. For complete requirements and exceptions, please refer to Chapter 6-4 of the City of Rigby Code of Ordinances.

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**

CITY ALERTS!

91896

RIGBY

You've requested to join our text notification list.

Reply 'YES' to opt-in.

Yes

You have successfully opted-in.

EXAMPLEALERTS



123



space

return

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