

WELCOME
TO





85 N. Main Street
Ivins, UT 84738
435-628-0606
www.ivinsutah.gov

NEW RESIDENT FAQ'S

What are Ivins City business hours?

Monday through Friday, 8:00 AM to 5:00 PM. The administrative office remains open during the lunch hour. Offices are closed for all major holidays.

Does Ivins City have a website?

www.ivinsutah.gov You can find helpful information regarding business licenses, employment opportunities, recreational activities, community calendar, City Council agendas and minutes, and much more.

How do I contact the Mayor and City Council members?

Contact information can be found on our website's Government tab.

Does Ivins City have smart water meters?

Yes, we do! Please visit <https://ivinsutah.gov/eyeonwater/> for more information about how they work and how to download the Eye On Water app to track your usage and detect a leak.

How can I receive my utility bill via email?

If you would like to receive your bill via email open an account with Xpress Bill Pay and sign up for *Paperless Billing*. You do not have to pay through Xpress Bill Pay but you do need to click the toggle button on your 'dashboard' located on their website to receive an electronic statement from Ivins City each month. If you have trouble setting this up, call Xpress Bill Pay customer service at 800-766-2350.

Does Ivins City have a newsletter and how do I get a copy?

You can sign up to receive our monthly newsletter by going to www.ivinsutah.gov and clicking on the button that reads "Subscribe to Newsletter." Our newsletter can also be viewed and downloaded by clicking on "Current Newsletter."

How do I order garbage cans?

Call Washington County Solid Waste (WCSW) at 435-673-2813 for a garbage can (up to 2 gray/sage cans) and a BluCan (1 royal blue). Garbage and recycling fees are included in your Ivins City utility bill. If the garbage can(s) becomes damaged or lost, contact the number above for replacement, or visit their website, wcsw.org.

What day is garbage and recycling collected?

Monday including all holidays – ML King Day, Memorial Day, Labor Day, etc. Garbage can(s) may be placed at the curb Sunday evening (garbage trucks can come as early as 6:00 AM Monday). Please place can(s) 2 feet apart. If your garbage is not picked up by late afternoon, call Republic Services at 435-628-2821.

Recycling is collected every other Monday. The schedule is posted on our website's calendar & under the Utility Services tab; www.ivinsutah.gov. Visit www.blucan.org for information on what is recyclable. If your recycling is not picked up by late afternoon, call Republic Services at 435-628-2821. Visit www.wcsw.org to sign up for reminder alerts.

Does Ivins City have a place to drop off recycling materials?

Binnies are provided by Washington County Solid Waste located at 200 East between 400 and 500 South (north of Lightfoot's) -- this location also takes corrugated cardboard.

Are dumpsters located anywhere in the City?

Dumpsters are available once a month at the top of 100 West. Dates are posted in the newsletter, on our website's calendar or on the Utility Services tab. The gates open at 8:00 AM and are closed when the dumpsters are full, or by 3:00 PM, whichever occurs first. Remember no construction materials, large items or hazardous materials.

Where is the Washington County Landfill?

330 N Landfill Road, Washington City. Website www.wcsw.org or call 435-674-7623 with questions.

What about postal services?

Mail posted to Ivins City is routed through the Santa Clara Post Office, 1400 Chapel St. Santa Clara. 435-673-6712. This is where to begin or temporarily stop mail service. **Ivins City** has a satellite post office at 555 S 200 E, 435-628-1381, for all other postal needs. Hours are: 9:00 AM to 4:00 PM, Monday – Friday, last mail pickup for the day is 2:30 PM. Saturday hours are 9:00 AM – noon. Closed holidays.

Does Ivins have a Public Safety Department?

Yes, we have a full-time Police Department and Fire/EMS department available 24/7. ***In an emergency please call 911. If you have a non-emergency, call Washington County Dispatch at 435-634-5730*** to report an incident, request or speak to a police officer or animal control.

Where do I register my vehicle or get a new driver's license?

Washington County DMV, 100 South 5300 West, Hurricane, UT. 800-368-8824. Washington County DL Div., 100 South 5300 West, Hurricane, UT. 801-965-4437. If the vehicle was previously registered out of state, you must first get a VIN inspection before going to the DMV. The form can be found online at <https://tax.utah.gov/form/current/tc-661.pdf>. Call dispatch at 435-634-5730 to have an officer respond and sign the form.

Where do I register to vote?

Washington County Clerk-Auditor's office, 111 E. Tabernacle, St. George. 435-301-7220. Also, if you get a new driver's license, you can register to vote when applying for your license.

Who do I call when a streetlight is out?

During City business hours call Public Works at, after hours call Rocky Mountain Power at (888) 221-7070. If possible, have the pole number (often found on the front of the pole) ready when you call.

Who do I call if I want a burn permit?

Please visit Washingtoncity.org/burn or call 435-627-4949. The website provides information about burn season and weather restrictions and if the burn season is open (usually spring and fall), you can add your own information and read the rules for burning. You may also call Washington County Dispatch at 435-634-5730.

Where are the local parks in Ivins?

Ivins City Heritage Park is located at 100 West and 100 North. UNITY Park is located at 200 West 400 South. For more information go to www.ivinsutah.gov, select the 'Departments' tab, then 'Parks and Recreation', then select the 'Parks/Cemetery' tab.

UTILITY ACCOUNT INFORMATION

QUESTIONS - CALL THE UTILITY DEPARTMENT (435) 628-0606 option 1

BILLING CYCLE – UTILITY SERVICE

Your utility service is billed on the first business day of each month for the prior month's services. Payments are due by the 20th. A 5% late penalty is assessed on the outstanding balance after the 20th.

RENTERS may provide name, phone number and email address to be recorded to receive a copy of the bill only, they will NOT receive their own account. The account will stay in the owner's name.

PAYMENT OPTIONS

Direct Pay

Automatically deducts your outstanding balance from your checking account just prior to the 20th of the month. This is an in-house system and is controlled entirely by Ivins City. Sign up on the website or at City Hall.

Online Bill Pay - Third Party Vendor - No Charge for This Service

Once you get your first bill you may go to www.xpressbillpay.com to set up an account and make payments online or add an auto pay with card or echeck. Allow at least 2 days for processing.

Your Bank's Bill Pay

Set up through your bank's online bill pay service. **In order to avoid late penalties, we recommend sending payments no later than the 5th of the month. Payments are not electronically transferred; instead, a check is created and mailed via USPS, often from an East Coast location of the vendor that your bank selects to provide their mailing service.** We suggest you disregard the timeframe your bank may indicate for delivery.

US Mail - USPS

Payments can be mailed to Ivins City, 85 N Main St, Ivins, UT 84738. Allow 5-7 days for mail to be delivered.

Lock Box

Drop off a payment in Ivins City Hall's lock box on the North side of the Public Safety building (55 N Main St).

In Person

Drop off a payment at Ivins City Hall's Customer Service window (85 N Main St) during normal business hours.

RESIDENTIAL UTILITY RATES

Effective August 01, 2026

\$21.57 **Water Base**.....Infrastructure – Water Delivery System, i.e., pumps and pipes in the ground
 \$34.73 **Sewer**Infrastructure – Transportation System, i.e., pumps and pipes in the ground
 \$16.25 **Storm Drain**.....Infrastructure – Storm Water Diversion System, i.e., pipes, culverts and aqueducts
 \$14.70 **Garbage**.....Collection System – Garbage Can(s), trucks, and drivers
 \$ 6.41 **Recycling**.....Collection System – BluCan Recycling, trucks, and drivers
 \$ 1.75 **Washington County Water Surcharge**..... Funding for Future Water Development
\$95.41 FLAT RATE + _____ = \$ _____ Total Ivins Utility Bill
 Value of Water Used – See Chart Below

Next “Opt-out” opportunity for Recycling Service – 2029

FOUR-TIERED INCREASING RATE STRUCTURE

1st Tier
0 to 7,000 Gallons
\$3.23/1000 Gallons
2nd Tier
7,001 to 15,000 Gallons
\$4.39/1000 Gallons
3rd Tier
15,001 to 30,000 Gallons
\$5.34/1000 Gallons
4th Tier
30,001 + Gallons
\$6.57/1000 Gallons

Gallons (x1000)	\$ Amt
1	\$3.23
2	\$6.46
3	\$9.69
4	\$12.92
5	\$16.15
6	\$19.38
7	\$22.61
8	\$27.00
9	\$31.39
10	\$35.78
11	\$40.17
12	\$44.56
13	\$48.95
14	\$53.34
15	\$57.73

Gallons (x1000)	\$ Amt
16	\$63.07
17	\$68.41
18	\$73.75
19	\$79.09
20	\$84.43
21	\$89.77
22	\$95.11
23	100.45
24	105.79
25	111.13
26	116.47
27	121.81
28	127.15
29	132.49
30	137.83

Gallons (x1000)	\$ Amt
31	144.40
32	150.97
33	157.54
34	164.77
35	170.68
36	177.25
37	183.82
38	190.39
39	196.96
40	203.53
41	210.10
42	216.67
43	223.24
44	229.81
45	236.38

Excess Water Use Surcharge

- Residential Meter (Impact fees paid on or after January 1, 2023)

add \$10.00 for every 1,000 gallons used above:

• 8,000 gallons (Dec.-Feb.) • 15,000 gallons (Mar.-Apr.) • 20,000 gallons (May-Sept.) • 15,000 gallons (Oct.-Nov.)

- ¾" Residential Meter (Impact fees paid on or before Dec. 31, 2022)

add \$1.00 for every 1,000 gallons used above 36,000 gallons.

IMPORTANT PHONE NUMBERS

Emergencies

EMERGENCY	911
Washington County Dispatch (non-emergency direct line)	435-634-5730

Ivins City Departments

Administration	435-628-0606
Building	435-634-9753
Fire Station (2 lines)	435-674-1083
Parks/Recreation/Cemetery	435-634-7719
Public Safety - (Consolidated Santa Clara - Ivins) non-emergency direct line	435-652-1122
Public Works	435-634-0689
After Hours Water/Sewer (Washington County Dispatch)	435-634-5730

Utilities

<u>Company</u>	<u>Service Provided</u>	
Republic Services	Garbage and Recycling pick up.	435-628-2821
Washington County Solid Waste	Provides up to 2 garbage cans (gray or sage) and 1 recycling BluCan, as well as repair & replacement.	435-673-2813

Rocky Mountain Power	Electricity	888-221-7070
Dominion Energy	Natural Gas	800-323-5517
Report Gas Leaks, Breaks, Odors		800-541-2824

CenturyLink (copper wire)	Telephone, Internet, TV	800-244-1111
TDS Telecom (coaxial cable)	TV, Internet, Telephone	877-422-5282

Blue Stakes	Locates buried utility lines <i>before</i> you dig	800-662-4111

Schools

<u>Name</u>	<u>Grades</u>	
Red Mountain Elementary School	Kindergarten --> 5	435-656-3802
Vista Charter School	Kindergarten --> 9	435-673-4110
Lava Ridge Intermediate School	6 --> 7	435-652-4742
Snow Canyon Middle School	8 --> 9	435-674-6474
Snow Canyon High School	10 --> 12	435-634-1967
Rocky Vista University		435-222-1236
Utah Tech University		435-652-7500

Government Offices

Department of Motor Vehicles (DMV) - greater St George area, located in Hurricane, UT	800-368-8824
Drivers' License Division - greater St George area, located in Hurricane, UT	800-965-4437
Post Office - Ivins (satellite - last mail out at 2:30 pm - closes at 4 pm)	435-628-1381
Post Office - Santa Clara (full service - Ivins City mail is routed through here, mailbox keys)	435-628-2112
Southern Utah Health Department	435-673-3528
Washington County Burn Permits	435-627-4949
Washington County Justice Court	435-301-7480
Washington County Landfill	435-674-7623
Washington County Voter Registration	435-301-7220

Health

Intermountain Health – St George Regional Hospital	435-251-1000
Intermountain Health – Sunset Instacare	435-634-6000
Rocky Vista Health Center – Ivins	435-233-9500
Southern Utah Veterans Home	435-634-5220

Rev 2023-08-24