

Establishing Utility Service

Picture identification (Federal or State issued ID) and social security number is necessary to establish service. If you are renting or leasing, an agreement from the landlord is required. The agreement must list anyone over the age of 18 that will be living at the property.

Dog Licensing

The City of Ottawa requires that all dogs within the city limits be licensed. City ordinance limits the amount of dogs per household to four (4). Licenses must be renewed on an annual basis and may be purchased at Prairie Paws with proof of current rabies vaccinations and spayed or neutered information.

Prairie Paws Animal Shelter: 3173 HWY K68, Ottawa, KS 66067 (785)242-2967

Garage Sales

Permit forms are required and are available on the website at <http://www.ottawaks.gov/departments/planningcodes/homeowners/tabid/96/default.aspx> and at City Hall Utility desk. There is not a charge for this permit. City wide garage sales **do not** require a permit.

Other Services

Gas Service	800-794-4780
MBT & Waste	785-242-0400
Ottawa Sanitation	785-242-3227
Vyve	800-937-1397
AT&T	800-464-7928
USD #290	785-229-8010
Service Line Warranties	866-922-9006

❖ **Would you like to register to Vote?**

❖ **ARE YOU A LANDLORD? Ask us about "Owner Agreement"**

❖ **Customer is subject for cutoff (for nonpayment) 5 days after the penalty date.**

❖ *Your bill is due the same time each month. It is your responsibility to contact City Hall (785-229-3600) if you do not receive your bill by mail.*

Tenant Resources

Eckan/Salvation Army 785-242-7515
Hope House 785-242-4444
Community Development 785-229-3620
Housing & Credit Counseling (HCCI)
800-383-0217 or visit their website at <https://hcci-ks.org/>

This information is intended to provide general information to utility customers including how to establish service, as well as who to call if there is a problem with a utility service. If you have questions contact City Hall.



Utility Services

101 S. Hickory, P.O. Box 60
Ottawa, KS 66067
785-229-3600
785-229-3610 (fax)
M-F 8AM - 5PM



Connection Fees

Water: \$35.00

Electric: \$30.00

Service charges are non-refundable and are added to your first bill.

No deposit required

UTILITY BILLING IS DUE UPON RECEIPT

Customer should receive their bill on or before

Penalties: Bills over \$100 are 10%
Bills \$100 or less are \$10

Payment Methods

ACH -Automatic draft from your bank or credit card (forms are available at City Hall or online)

Online

1. www.ottawaks.gov (no service fees)
2. Your online bank bill payment services.
Some banks are contracted with the Mars Program and payments process electronically. Ask your bank representative about this option.

Drop Box—101 S Hickory

1. West side of City Hall parking lot
2. Inside the lobby by the Utilities Desk

Walk-in

Utility Desk—City Hall

8:00 a.m.—5:00 p.m. (M-F)

Call-in

Utility Department—(785)229-3600

8:00 a.m.—5:00 p.m. (M-F)

Kiosk—101 S Hickory

West side of City Hall parking lot

AMP Plan

The City of Ottawa has implemented an average monthly payment (AMP) plan in order to provide city utility customers the option of averaging their utility bills throughout the year. This may help utility customers during the heavy use months of summer. Additional information is available on the city website or by calling Utility Office.

Service Charges

The City of Ottawa does not charge a deposit for utility services. However, the city does have non-refundable service charges that are added to your first bill. The current service charges are \$35 for water service and \$30 for electric service.

Late Fees

Each customer shall make payment of the amount shown on the bills upon receipt of bills. If the amount due is not paid before the penalty date, the account shall become delinquent. Service may be disconnected for non-payment five days after the penalty date.

Return Payments

Non-sufficient Fund fees for checks and credit cards are \$30. Returned ACH NSF fees are \$35. If payment is returned on attempt to collect any past due bills, services are subject to immediate disconnection.

Moving & Discontinuing

Customers wishing to discontinue service with the City of Ottawa need to fill out a Customer Request for Disconnect form. These form are available at www.ottawaks.gov and at City Hall.

Reconnect Charges

Service may be disconnected for non-payment five days after the due date. There is a \$35 reconnect charge for each utility disconnected if service is reconnected Monday through Friday, 8 a.m. to 5 p.m. On weekends or after hours, there is a \$45 reconnect charge for each utility disconnected. Service can be reconnected by paying the amount past due plus the reconnect fees in full.

Sewer Fees

The City of Ottawa has a monthly median sewer charge which is currently \$33.61 for all newly established residential sewer accounts. Once service has been established, the sewer charge is based on your water billed during the months of December, January, February and March. An average is taken of these four months which is multiplied by the current volume charge plus a base charge. This fee is examined and re-calculated in April of each year or if a customer relocates, the sewer rate reverts back to the median charge. In addition, the City of Ottawa charges a \$5 monthly sewer surcharge which repays the debt for the Wastewater Treatment Plant; this charge will sunset when the debt is paid off.

Storm Water Fees

A storm water utility program has been implemented and billed to the customer in order to raise money to pay for the storm water management program and additional compliance activities. Residential customers have a \$4 fee each month. Business rates are calculated at a rate based on \$4 per 2,600 sq feet of property owned each month. Contact City Hall for additional information on the storm water fee.